P0910108

# Nortel Networks Symposium Call Center Server

## Historical Reporting and Data Dictionary

Product release 3.0 | Standard 1.0 | April 2000

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P0910108

# Nortel Networks Symposium Call Center Server

Historical Reporting and Data Dictionary


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|---|---|
| Product release: | 3.0 |
| Publication number: | P0910108 |
| Document release: | Standard 1.0 |
| Date: | April 2000 |



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# Publication history

**April 2000**

This document is the first standard release of the *Nortel Networks Symposium Call Center Server Historical Reporting and Data Dictionary* for Release 3.0

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# Chapter 1

# Getting started

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# Overview

## Introduction

Nortel Networks has designed the Symposium Call Center Server to provide a call center solution for varied and changing business environments. It provides an open database that is accessible not only from the client application but also from other report writers and applications that support Open Database Connectivity (ODBC) and Structured Query Language (SQL).

This guide explains how to create and use customized reports. It also provides information you need to export data to other applications.

## Types of reports

The Symposium Call Center Server offers a set of *standard* reports that enable you to analyze statistics such as skillset activity, agent performance, and the demographics of a specific customer. You can create *user-defined* reports using the standard reports as a template. You can also create *user-created* reports using Crystal Reports or any other standard report writer that conforms to the industry standards of ODBC and SQL.

## Working with reports

In addition to the tasks described in this manual, you can perform the following tasks. (For detailed instructions, refer to the *Supervisor's Guide*.)

- create user-defined reports
- change report properties
- change the site name
- print or preview a list of reports
- delete user-created or user-defined reports
- print or preview reports
- activate or deactivate report schedules

# Symposium Call Center Server database

## Introduction

The Symposium Call Center Server database is an open database; you can access the data in this database with any SQL- or ODBC-compliant application. You can use the data in many ways, including the following:

- Import the data into a spreadsheet for manipulation.
- Import the data into your corporate database.
- Import the data into a workforce management system for analysis.
- Generate customized reports using Crystal Reports or another reporting application.

## ODBC

Because the Symposium Call Center Server database is ODBC-compatible, the PC from which you access it must have ODBC installed, and it must have a Data Set Name (DSN) defined for the database.

The correct version of ODBC is installed with the Symposium Call Center Server client application, and the installation process creates the required DSNs. If the Symposium Call Center Server client is not installed on your PC, you must

1. Install ODBC.

   ODBC is part of Microsoft's Data Access Components (DAC), and is distributed with Microsoft Windows.

2. Configure a DSN using the ODBC Administrator.

   User-created reports you import into the client must be associated with the ICCM_PREVIEW_DSN. If you do not import a report, you can use any DSN name.

**Note:** Nortel Networks does not supply or support ODBC software that is not installed with the client.

## Sybase

The Sybase Server manages the database on the Symposium Call Center Server. To connect to the Sybase server, you must use the Sybase Open Client version 10.0.4.

The Sybase Open Client is installed with the Symposium Call Center Server client application. If the Symposium Call Center Server client is not installed on your PC, you must

1. Install the Sybase Open Client.

   This product is available on the Sybase Open Client CD.

2. Configure the client with an entry for the Sybase Server (ICCM_PREVIEW), using the Sybase SQLEDIT utility.

**Notes:**

1. The ICCM_PREVIEW definition created during the Symposium Call Center Server client installation is updated whenever you use the client to generate a report. When you generate a report, the definition is updated to point to the server to which you are currently connected.

2. Nortel Networks does not supply or support Sybase software that is not installed with the client.

## Database views

The actual structure of the database is invisible. You access data through database *views*, or logical representations of the database. Database views are used to organize the information in the database for your use.

## Types of data

The database contains three types of data:

- summarized historical statistics
- event statistics
- configuration data

Therefore, there are three types of database views—summarized historical statistic views, event statistic views, and configuration views.

### Summarized historical statistics

Summarized historical statistics are statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly). Summarized statistics are stored as totals in the database. For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

For more information about summarized historical statistics, see “Overview of summarized historical statistics” on page 58.

### Event statistics

Event statistics are statistics collected on a per-event basis rather than accumulated over a period of time. The Symposium Call Center Server records the following types of event statistics:

- agent login and logout statistics
- call-by-call statistics
- IVR port login and logout statistics

Event statistics are cumulated as events occur.

### Configuration data

Configuration data describes the configuration of your server.

## Storage duration

When you configure historical statistics collection, you can choose how long to store different types of statistics. The duration you choose determines the amount of disk space required for the database. For more information, see the *Administrator’s Guide*.

## Types of statistics collected

When you configure historical statistics collection, you can also choose the types of statistics to be collected. For example, you might choose not to collect call-by-call or activity code statistics. The number and type of statistics you choose also affect the amount of disk space required for the database.

# Database changes for Release 3.0

## Introduction

This section describes the database views added for Release 3.0, and the fields that were added and deleted from existing views. It also describes implications of the database changes for user-created reports created in previous versions of Symposium Call Center Server.

## New database views

The following database views were added for Release 3.0. For more information about these views, refer to the Data Dictionary.

| View | Description |
|---|---|
| iNetworkInCallStats<br>dNetworkInCallStats<br>wNetworkInCallStats<br>mNetworkInCallStats | Store statistics about incoming network calls. |
| iNetworkOutCallStats<br>dNetworkOutCallStats<br>wNetworkOutCallStats<br>mNetworkOutCallStats | Store statistics about outbound network calls. |
| AccessRights | Stores information about the access privileges assigned to each user. |

## Changes to fields

In Release 3.0, agent reports can be filtered on last name. To provide this functionality, the agent name field has been changed.

In addition, a number of fields were added and deleted. For more information about these fields, refer to the Data Dictionary.

| View | Fields added | Fields deleted |
|---|---|---|
| AgentByApplicationStat | PostCallProcessingTime | NotReadyTime |
| AgentBySkillsetStat | PostCallProcessingTime | NotReadyTime |
| | TotalStaffedTime | |
| AgentPerformanceStat | ACDCallsConfToCDN | ACDCallsConferenced |
| | ACDCallsConfToDN | |
| | ACDCallsConfToIncalls | |
| | ACDCallsConfToOther | |
| | ACDCallsTransferredToCDN | ACDCallsTransferred |
| | ACDCallsTransferredToDN | |
| | ACDCallsTransferredToIncalls | |
| | ACDCallsTransferredToOther | |
| | BusyOnDNTime | |
| | BusyMiscTime | |
| | | CallsConferenced |
| | CDNCallsConfToIncalls | CallsConftoACDDN |
| | CDNCallsConfToCDN | CallsConftoCDN |
| | CDNCallsConfToDN | CallsConftoDN |
| | CDNCallsConfToOther | CallsConftoOther |
| | | CallsTransferred |

| View | Fields added | Fields deleted |
|---|---|---|
| | CDNCallsTransferredToIncalls | CallsTransftoACDDN |
| | CDNCallsTransferredToCDN | CallsTransftoCDN |
| | CDNCallsTransferredToDN | CallsTransftoDN |
| | CDNCallsTransferredToOther | CallsTransftoOther |
| | DNCallsConfToACDDN | DNCallsConferenced |
| | DNCallsConfToCDN | |
| | DNCallsConfToDN | |
| | DNCallsConfToOther | |
| | DNCallsTransferredToACDDN | DNCallsTransferred |
| | DNCallsTransferredToCDN | |
| | DNCallsTransferredToDN | |
| | DNCallsTransferredToOther | |
| | | NACDCallsConferenced |
| | | NACDCallsTransferred |
| ApplicationStat | IVRAbandoned | |
| | TimeBeforeInterflow | |
| eAgentLoginStat | Duration | |
| IVRStat | IVRAbandoned | |
| | IVRCompleted | |
| | IVRInterrupted | |

| View | Fields added | Fields deleted |
|---|---|---|
| SkillsetStat | CallsOffered | |
| | SkillsetAbandon | |
| | SkillsetAbandonDelay | |
| | SkillsetAbandonAftThreshold | |
| | MaxSkillsetAbandon | |

## Conversion of CallsTransferred and CallsConferenced fields

Existing data in the CallsTransferred and CallsConferenced field is converted as shown in the following table.

| Release 1.x field | Release 3.0 field |
|---|---|
| ACDCallsConferenced | ACDCallsConfToOther |
| ACDCallsTransferred | ACDCallsTransferredToOther |
| CallsConferenced | CDNCallsConfToOther |
| CallsConftoACDDN | ACDCallsConfToIncalls |
| CallsConftoCDN | CDNCallsConfToCDN |
| CallsConftoDN | DNCallsConfToDN |
| CallsConftoOther | (none) |
| CallsTransferred | CDNCallsTransferredToOther |
| CallsTransftoACDDN | ACDCallsTransferredToIncalls |
| CallsTransftoCDN | CDNCallsTransferredToCDN |
| CallsTransftoDN | DNCallsTransferredToDN |
| CallsTransftoOther | (none) |

| Release 1.x field | Release 3.0 field |
|---|---|
| DNCallsConferenced | DNCallsConfToOther |
| DNCallsTransferred | DNCallsTransferredToOther |

## Updating user-created reports

You must update any user-created reports that

- contain agent names
- contain fields that have been deleted in release 3.0

After upgrading your server, follow these steps to update a report.

### To update a report

1 Create a copy of your report.

2 Open the copy in Crystal Reports.

3 Choose File → Print Preview.

If the preview window appears, the report is unaffected by the database changes. If a database error appears, click OK and continue with the following steps.

4 In Design view, choose Database → Verify Database.

**Result:** Crystal Reports displays the message “The database file “filename” has changed. Proceed to fix up the report?”

5 Click Yes.

**Result:** Crystal Reports displays the Map Fields dialog box.

6 In the Unmapped fields box, select a deleted Release 1.x field on the left side, and the corresponding Release 3.x field on the right side.

7 Click Map.

8 Repeat steps 6 and 7 until all fields are mapped.

9 Choose File → Print Preview.

If the preview window appears, the report is up to date. If Crystal Reports displays the message, “This field name is not known,” click OK. The Formula Editor appears. The cursor appears before the problem field.

**10** Correct the formula by replacing the unknown field with the new field, by deleting it, or by re-creating the formula.

**11** Return to Design view, and repeat steps 9 and 10 until no more errors are reported.

# Report changes for Release 3.0

## Introduction

This section lists the new reports provided in Release 3.0, as well as the reports whose names were changed.

## Flattened reports

For release 3.0, all reports have been reformatted to present more information in less space. Data is presented in columnar layout.

## New standard reports

The following reports are new for Release 3.0:

- Agent By Activity Code
- Application By Skillset
- Skillset By Application
- User Access Privilege

In addition, all network and NCC reports are new in Release 3.0.

## Report name changes

The following table shows the name of the Release 1.x report, and the name of the corresponding report in Release 3.0.

| Release 1.x report | Release 3.0 report |
|---|---|
| Historical Statistics Collection Properties<br>Historical Statistics Duration Properties<br>Historical Statistics Storage Properties<br>Real Time Statistics Properties | Historical and Real Time Statistics Properties |
| Script Variable By Script<br>Script Variable Properties | Script Variable Properties |

| Release 1.x report | Release 3.0 report |
|---|---|
| Script By Script Variable | Script Variable By Script |

# Before you start

## Who should read this guide

This guide is for Nortel Networks Symposium Call Center Server administrators and supervisors who are responsible for creating, managing, and using reports.

## Access rights

This guide assumes that you have the required privileges and access rights to perform the procedures in this guide. For more information, refer to the *Administrator's Guide*.

## Optional features

Some of the features described in this guide are optional. To determine which features you have access to, Nortel Networks supplies a special code called a keycode, which you use when you install the Symposium Call Center Server software. Fields and commands for features that you did not purchase are not available.

# Skills you need

## Introduction

This section describes the skills and knowledge you need to use this guide effectively.

## Skills you need to use standard reports

The Symposium Call Center Server comes with a number of standard reports designed to satisfy most requirements. You can generate these reports on an ad hoc basis, or use them as templates to create user-defined reports. To use standard or user-defined reports, you need the following skills and knowledge:

- understanding of Symposium Call Center Server
- understanding of call center concepts
- knowledge of your call center information requirements

## Skills you need to create customized reports

If you are unsatisfied with the layout and content of the standard reports, you can change the arrangement of the fields, or remove fields and add new ones. To do so, you need the skills listed in the preceding section, plus familiarity with the following products, standards, and concepts:

- Crystal Reports
- Structured Query Language (SQL)—the ability to write reports with intervals, subtotals, totals, and calculations
- database management and administration—an understanding of database views, data dictionaries, and data schemas

## Skills you need to create expert reports

Expert users can create new reports by manipulating the statistics in the tables, as well as change the formulas used to calculate statistics. To do so, you need the skills listed in the preceding section, plus familiarity with the following standards and concepts:

- Open Database Connectivity (ODBC)
- Structured Query Language (SQL)—the ability to write SQL queries, select statements, and commits; to repair, restore, and manipulate SQL databases; and to create and debug complex reports

To create applications that manipulate SQL databases or generate reports, you need to know Microsoft Visual Basic, C++, or a similar programming language.

# Related documents

## Introduction

This section lists the documents in which you can find additional information related to the Symposium Call Center Server.

| If you need information about | refer to |
|---|---|
| ■ creating user-defined reports or generating reports | *Nortel Networks Symposium Call Center Server Supervisor's Guide.* |
| ■ the support and administration of the call center application that runs on client PCs connected to the server | *Nortel Networks Symposium Call Center Server Administrator's Guide.* |
| ■ creating and administering call center scripts | *Nortel Networks Symposium Call Center Server Scripting Guide.* |
| ■ support and administration of the network control center | *Nortel Networks Symposium Call Center Server Network Control Center Administrator's Guide.* |

# Chapter 2

# Advanced reporting

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# Overview

## Introduction

You can create expert reports in any ODBC- or SQL-compliant application. This section provides a procedure for creating reports in Crystal Reports. The section also provides generalized instructions for creating reports in other applications.

**Notes:**

1. Only reports created in Crystal Reports can be imported into the server. You cannot import reports created with CCMIS.
2. Only reports created in Crystal Reports can be imported and scheduled.

## Creating expert reports

The process of creating a report involves the following tasks:

1. Run the Database View Definitions report to identify the views to be used in the report.
2. Verify the server connection, and define a connection if necessary.
3. Create a new report.
4. (Optional) Create database aliases for database views (if you are using Crystal Reports).
5. Import a user-created report (if you are using Crystal Reports). When you import a report, it is added to the Reports window. You can schedule imported reports and modify their data range and output options.

## Database views

A database view is a logical representation of part of the database and the relationships within that part. You use database views to access statistics and other data for use in reports.

Many historical statistics are available for different periods, including interval (15-minute), daily, weekly, and monthly. For each period, you use a different view to access the statistics. For example, to access daily skillset statistics, you use the dSkillsetStat view. To access monthly skillset statistics, you use the mSkillsetStat view.

**Note:** SQL does not support signed integers. Therefore, call IDs and site IDs may appear negative in the database views.

## Working with reports

In addition to the tasks described in this manual, you can perform these tasks. (For detailed instructions, refer to the *Supervisor's Guide*.)

### Creating user-defined reports

You can create user-defined reports using the standard reports—or any other user-defined report—as a template. When you create a user-defined report, you specify

- general report information—including report name and company name
- selection criteria—the entities to be included in the report
- report schedule—when the report is to be generated
- data range—the data collection period for the report
- output options—the printer or file to which the report is output

### Managing reports

You can change report properties, change the site name, print a list of reports, or delete a user-defined or user-created report.

### Using reports

You can preview a report, generate a report immediately, activate the report schedule (so that it is generated at the next scheduled time), or deactivate the schedule.

# Running the Database View Definitions report

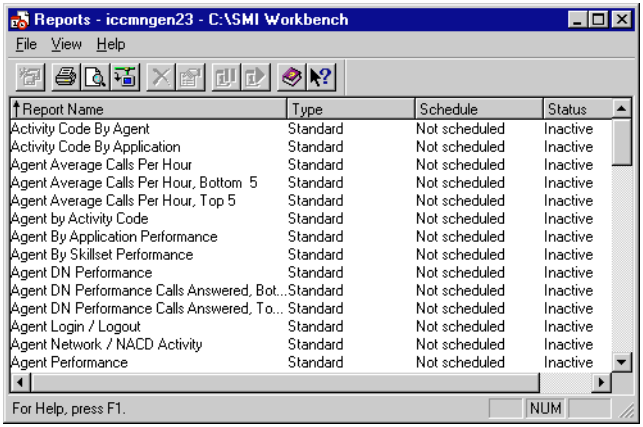
## Introduction

Before creating a customized report, run the Database View Definitions report to display all the database views available. This report lists all of the field names available for use in your report. For more information about the report, see “Database View Definitions” on page 505.

## To run the Database View Definitions report

**1** From the SMI window, choose Reports & Displays → Reports.

**Result:** The Reports window appears.


Reports - iccmngen23 - C:\SMI Workbench
File View Help
Report Name
Type
Schedule
Status
Activity Code By Agent Standard Not scheduled Inactive
Activity Code By Application Standard Not scheduled Inactive
Agent Average Calls Per Hour Standard Not scheduled Inactive
Agent Average Calls Per Hour, Bottom 5 Standard Not scheduled Inactive
Agent Average Calls Per Hour, Top 5 Standard Not scheduled Inactive
Agent by Activity Code Standard Not scheduled Inactive
Agent By Application Performance Standard Not scheduled Inactive
Agent By Skillset Performance Standard Not scheduled Inactive
Agent DN Performance Standard Not scheduled Inactive
Agent DN Performance Calls Answered, Bot... Standard Not scheduled Inactive
Agent DN Performance Calls Answered, To... Standard Not scheduled Inactive
Agent Login / Logout Standard Not scheduled Inactive
Agent Network / NACD Activity Standard Not scheduled Inactive
Agent Performance Standard Not scheduled Inactive
For Help, press F1.
NUM

**2** Scroll through the list of reports and double-click Config – Database View Definitions.

**Result:** The print preview window appears.

**3** Click the Printer icon if you require a printout of the database views.

# Verifying the server connection

## Introduction

To access the Symposium Call Center Server database from a report writer application, your PC must have

- ODBC and the Sybase Open Client installed
- a Sybase Server entry configured
- an ODBC DSN configured

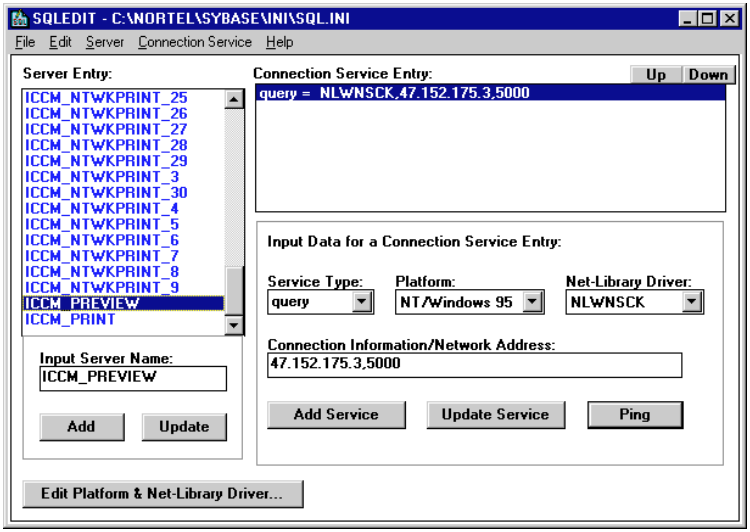
ODBC and Sybase Open Client are automatically installed and configured during the installation of the Symposium Call Center Server client. If the client is not installed on your PC, you must install and configure these applications manually.

This section provides instructions for verifying that your PC is configured correctly, and for configuring your PC if necessary.

## To verify the connection to the server

1 From the Start menu, choose Programs → SQL Server Professional → SQLEDIT.

**Result:** The SQLEDIT window appears.




If ICCM_PREVIEW does not appear in the Server Entry list, the Symposium Call Center Server client has not been installed on the PC. Either quit and install the client, or configure the connection manually (see “To define a connection to the server” on page 25).

2 In the Server Entry box, select ICCM_PREVIEW.

**Result:** The connection information for the server displays.

If the IP address of the server is not correct, or ICCM_Server is shown in the place of the IP address, either change the address manually (continue with the following procedure), or connect to the desired server with the client, and generate a standard report.

3 In the Connection Service Entry box, select query = NLWNSCK,*nnn.nnn.nnn.nnn*,5000, where *nnn.nnn.nnn.nnn* is the IP address of the server (for example, 100.50.21.1).

4 Click Ping.

**Result:** An information dialog box appears, indicating whether the connection was successful. If the connection is unsuccessful, check the configuration of the connection (see “To define a connection to the server”).

5 Choose File → Exit.

## To define a connection to the server

**Note:** Use this procedure if the Symposium Call Center Server is not installed on your PC, or if you wish to use a DSN other than ICCM_PREVIEW_DSN.

1 First, you must define the Sybase Server. From the Start menu, choose Programs → SQL Server Professional → SQLEDIT.

**Result:** The SQLEDIT window appears.

2 In the Input Server Name box, enter **ICCM_PREVIEW**.

3 Click Add.

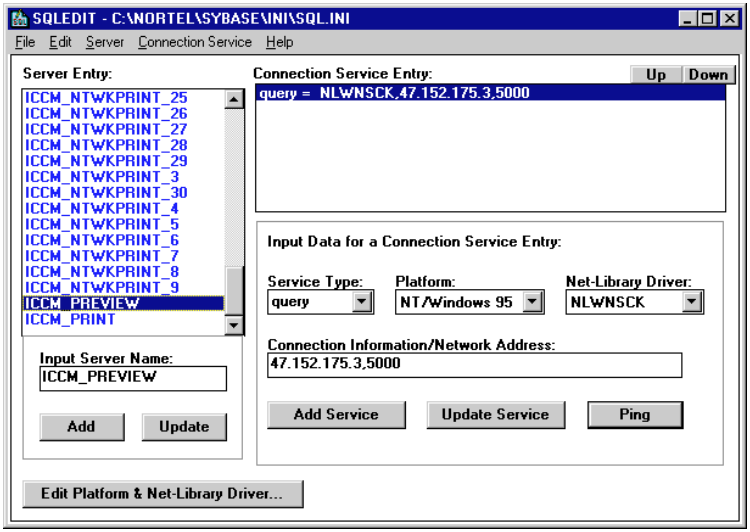
4 In the Connection Information/Network Address box, enter

***nnn.nnn.nnn.nnn*,5000**

where *nnn.nnn.nnn.nnn* is the IP address of the server (for example, 100.50.21.1).

**5** Click Add Service.

**Result:** The IP address of the server appears in the Connection Information/Network Address box.




**6** Click Ping.

**Result:** An information dialog box appears, indicating whether the connection was successful. If the connection is unsuccessful, check the configuration of the connection.

**7** Choose File → Exit.

**8** To define the DNS, from the Start menu, choose Settings → Control Panel.

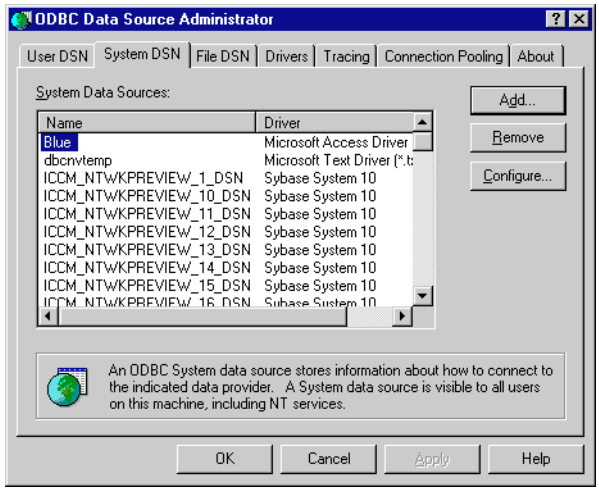
**Result:** The Control Panel window opens.

**9** Double-click the ODBC control panel.

**Result:** The ODBC Data Source Administrator property sheet appears.

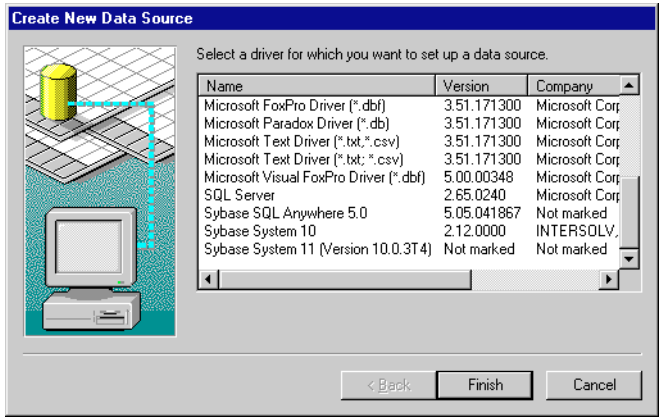
**10** Click the System DSN tab.

**Result:** The System DSN property page appears.




**11** Click Add.

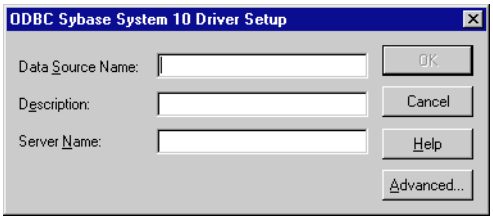
**Result:** The Create New Data Source dialog box appears.




**12** Select Sybase System 10.

**13** Click Finish.

**Result:** The ODBC Sybase System 10 Driver System dialog box appears.




**14** Enter information into the following fields:

***Data Source Name:*** The name for the data source (for example, ICCM_PREVIEW_DSN).

***Description:*** (Optional) Additional information about the data source.

***Server Name:*** The name of the server you defined in step 2.

**15** Click OK.

**Result:** You return to the ODBC Data Source Administrator.

**16** Click OK.

# Creating a new report in Crystal Reports

## Purpose

Follow these steps to create a new report using Crystal Reports:

- Create the report and connect to the database.
- Select views and fields.

Detailed instructions are provided in the following procedures.

## Before you begin

Before following this procedure, obtain training in Crystal Reports.

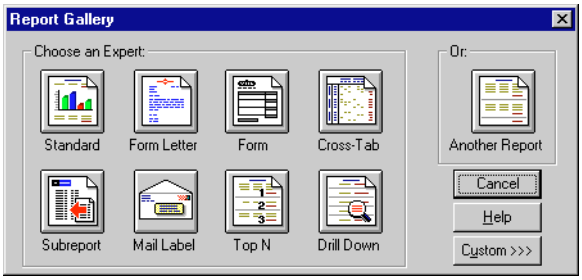
## To create a report and connect to the database

**1** From the desktop, open Crystal Reports Designer.

**Result:** The Crystal Reports Welcome dialog box appears.

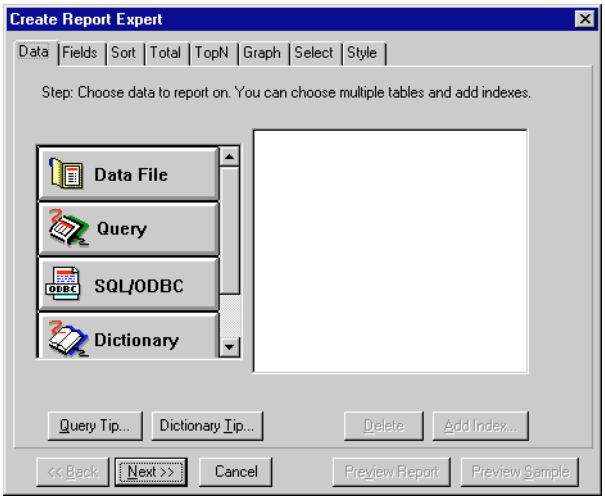
**2** Click New Report.

**Result:** The Report Gallery window appears.



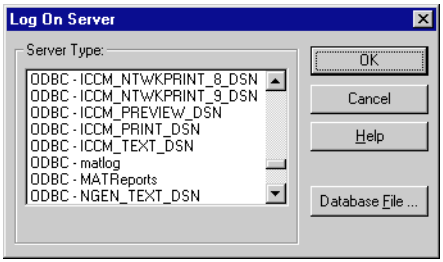

**3** Click Standard.

**Result:** The Create Report Expert window appears.



4 Click SQL/ODBC.

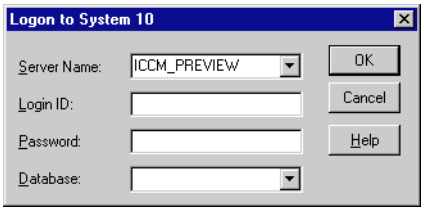
**Result:** The Log On Server dialog box appears.




5 In the Server Type box, select ODBC – ICCM_PREVIEW_DSN.

6 Click OK.

**Result:** The Logon to System 10 dialog box appears.



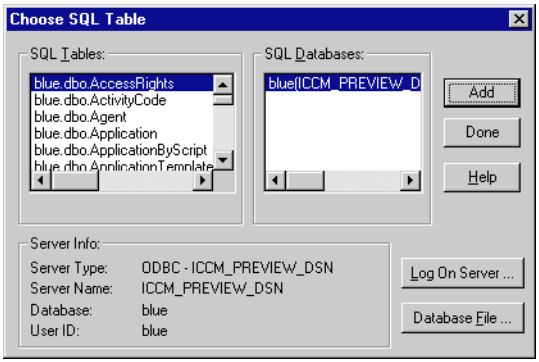

7 Enter your login ID and password.

**Note:** If you do not know your login ID and password, contact your system administrator.

8 For Database, select blue.

**9** Click OK.

**Result:** The Choose SQL Table dialog box appears.




**10** Go to the following procedure.

## To select views and fields

**1** From the Choose SQL Table dialog box, select the view or alias you want to use.

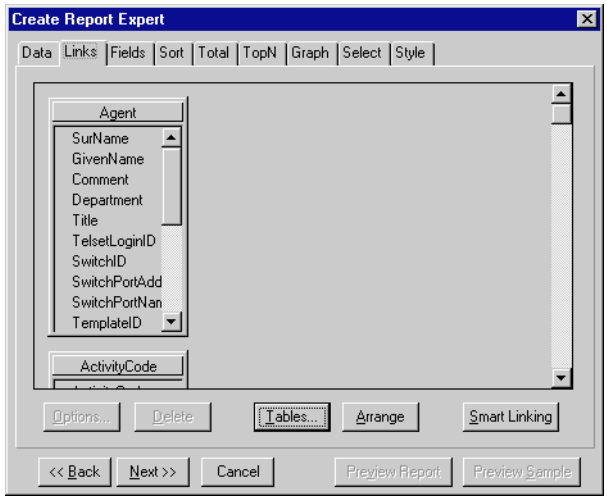
**Note:** For a list of views, see the Database View Definitions report.

**2** Click Add.

**3** Repeat step 2 until all required views or aliases are selected.

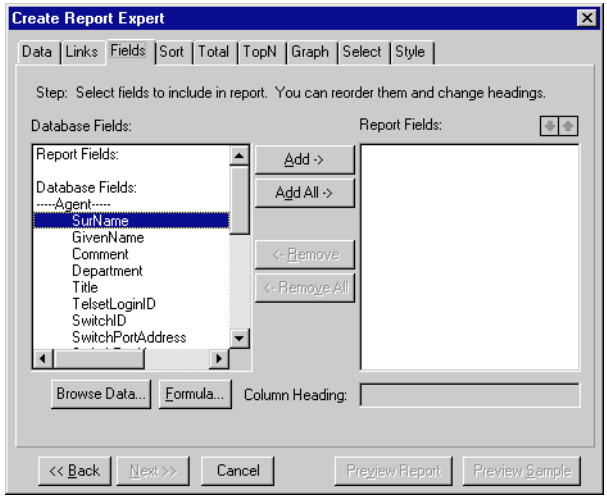
**4** Click Done.

**Result:** You return to the Create Report Expert window.




**5** Click the Fields tab.

**Result:** The Fields property page appears.




**6** From the Database Fields box, select the view field you want to use.

**7** Click Add.

**8** Repeat steps 6 and 7 until all required fields are selected.

**Note:** Click Remove to delete a selected field.

**9** If you want to check the report you have configured, click Preview Report.

**Tip:** Before previewing the report, you can edit it further by selecting the other property pages available in the Create Report Expert window.

- Sort — Sort fields.
- Total — Total fields.
- TopN — Sort totals by the top end.
- Graph — Create a graph.
- Select — Filter some of the records.
- Style — Modify the layout of the report.

For more information on these property pages, refer to your Crystal Reports user guide.

**10** Go to the next procedure.

## Tip

You can change the structure of the report using the menu items in the Crystal Reports Professional window. See the Crystal Reports user guide for more details.

# Using database aliases in Crystal Reports

## Introduction

A database alias is a name that represents a database view in the report definition. If you use an alias rather than a view name, you can easily change the view used by a report.

## Example

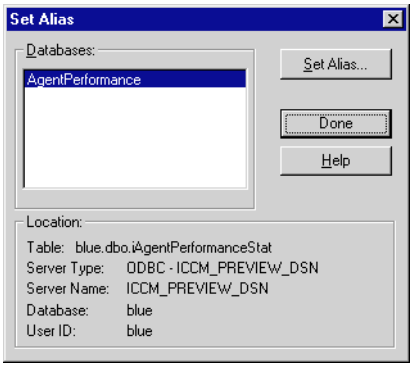
For example, you can create a custom daily report. If you want an interval report with identical fields, you can copy the daily report and change the database alias to point to an interval view.

## To create a database alias

1 Open the report for which you want to define a database alias.

2 From the Crystal Reports menu, choose Database → Set Alias.

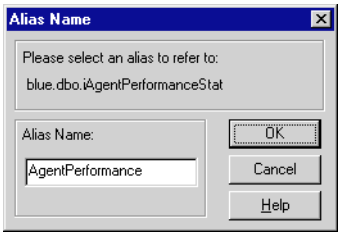
**Result:** The Set Alias dialog box appears.




3 In the Databases box, select the database view for which you want to create an alias name.

4 Click Set Alias.

**Result:** The Alias Name dialog box appears.




5 In the Alias Name box, type the name of the alias.

**Example:** Use the alias name AgentPerformance to refer to blue.dbo.dAgentPerformanceStat.

6 Click OK.

7 Repeat steps 2 to 6 until alias names are defined for each desired view.

8 In the Set Alias dialog box, click Done.

9 Choose File → Save and save the report to a selected directory.

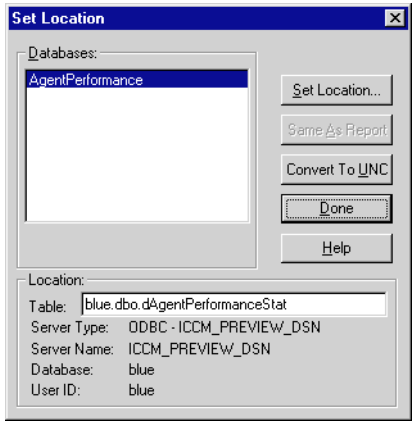
10 Choose File → Close.

## To change a database alias

1 Open the report for which you want to change a database alias.

2 From the Crystal Reports menu, choose Database → Set Location.

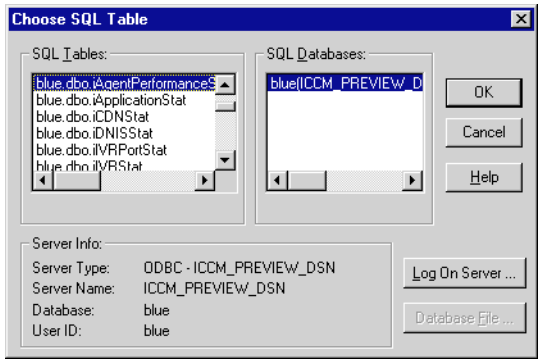
**Result:** The Set Location dialog box appears.




3 In the Databases box, select the alias for which you want to change the location.

4 Click Set Location.

**Result:** The Choose SQL Table dialog box appears.




5 In the SQL Tables box, select the view you want to use.

**Example:** Select blue.dbo.iAgentPerformanceStat to use the interval view.

6 Click OK.

7 Repeat steps 3 to 6 to change the alias for each desired view.

8 In the Set Location dialog box, click Done.

9 Choose File → Save and save the report.

10 Choose File → Close.

# Creating a new report in another application

## Introduction

Before you can create reports in an ODBC- or SQL-compliant application, you must define the Symposium Call Center Server as a data source. You need only perform this procedure once on the client PC.

Once the data source is defined, you can use the application to create reports.

## Restriction

Reports created with this method cannot be imported into the Symposium Call Center Server.

## To define a data source

1. Open the application's ODBC applet.

   **Example:** To create a report in Microsoft Excel, open Microsoft Query. Choose Data → Get External Data → Create New Query.

2. Define a new data source.

   **Example:** In Microsoft Query, choose File → New. Then, select <New Data Source>.

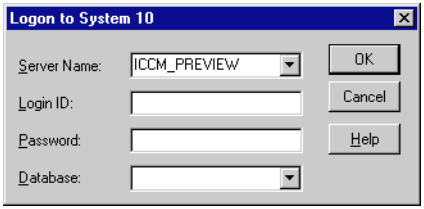
   **Result:** The application prompts for a data source name and driver.

3. For data source name, enter **ICCM_PREVIEW_DSN**.

4. For type, select Sybase System 10.

5 Connect to the data source.

**Result:** The data source prompts for the server name, login ID, and password.




6 In the Server Name box, enter ICCM_PREVIEW.

7 Enter your login ID and password.

**Note:** If you do not know your login ID and password, contact your system administrator.

**Result:** The new data source is defined.

8 In the Database box, select blue.

9 Click OK.

10 Save the new data source.

## To create the report

Choose the columns to be included in the report. Then, save the new report.

# Importing a report created in Crystal Reports

## Purpose

Follow this procedure to import a report you created in Crystal Reports into the Symposium Call Center Server.

**CAUTION**

**Risk of data loss**

Do not move the template file after you import the report. If you do move the file, the server will not be able to find the report, and you must import it again.

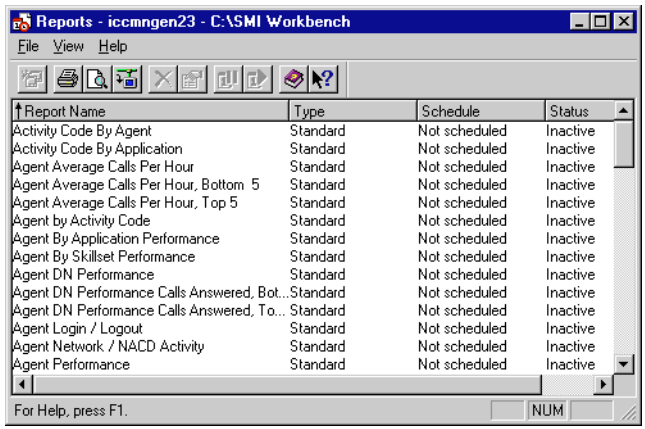
## Restriction

Reports created in other applications cannot be imported.

## To import a user-created Crystal Report

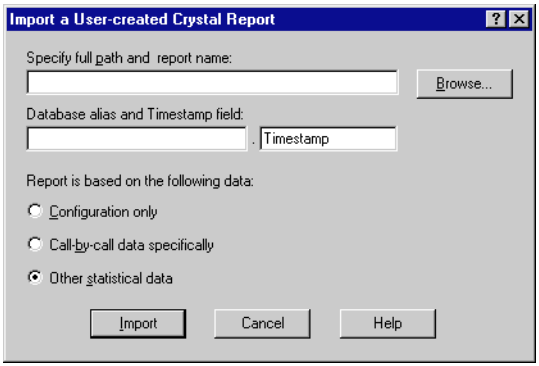
1 From the SMI window, choose Reports & Displays → Reports.

**Result:** The Reports window appears.


Reports - iccmngen23 - C:\SMI Workbench
File View Help
Report Name | Type | Schedule | Status
Activity Code By Agent | Standard | Not scheduled | Inactive
Activity Code By Application | Standard | Not scheduled | Inactive
Agent Average Calls Per Hour | Standard | Not scheduled | Inactive
Agent Average Calls Per Hour, Bottom 5 | Standard | Not scheduled | Inactive
Agent Average Calls Per Hour, Top 5 | Standard | Not scheduled | Inactive
Agent by Activity Code | Standard | Not scheduled | Inactive
Agent By Application Performance | Standard | Not scheduled | Inactive
Agent By Skillset Performance | Standard | Not scheduled | Inactive
Agent DN Performance | Standard | Not scheduled | Inactive
Agent DN Performance Calls Answered, Bot... | Standard | Not scheduled | Inactive
Agent DN Performance Calls Answered, To... | Standard | Not scheduled | Inactive
Agent Login / Logout | Standard | Not scheduled | Inactive
Agent Network / NACD Activity | Standard | Not scheduled | Inactive
Agent Performance | Standard | Not scheduled | Inactive
For Help, press F1.
NUM

2 Choose File → Import User-created Report.

**Result:** The Import a User-created Crystal Report dialog box appears.




3 In the Specify full path and report name box, enter the path to the report that you want to import, or click Browse to search for the correct path.

4 In the Database alias and Timestamp field box, enter the Symposium Call Center Server database alias you assigned in Crystal Reports.

**Notes:**

- If you select the Configuration only option, you do not need to specify an alias.
- To determine the alias of a database, open the report in Crystal Reports and choose Database → Set Alias.
- The Timestamp field is not required for a configuration report.

5 Select the type of data the report collects.

**Note:** Call-by-call reports take much longer to generate than do reports that collect other types of data.

6 Click Import.

**Result:** The report is added to the list in the Reports window.

7 To modify the Schedule, Data Range, and Output Options property pages, see the *Supervisor's Guide*.

# Adding customized formulas in Crystal Reports

## Purpose

Follow this procedure to insert the following formulas in your reports:

- customized formulas
- special formulas defined for use with the Symposium Call Center Server

The latter include the following formulas:

| | |
|---|---|
| @company_name | the name of the company, as defined on the General – Report Properties property page |
| @report_interval | the collection period for the report |
| @report_title | the title of the report, as defined on the General – Report Properties property page |
| @report_user | the login ID of the user who printed the report |
| @site_id | the name of the site; to change the site name see the *Supervisor's Guide* |

For more information about formulas, see the Formula Editor topic in the Crystal Reports online Help. (This topic is available from the Help Index. Search for "Formula Editor.")

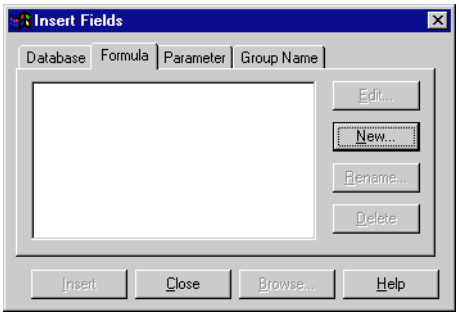
## To add customized formulas to a report

1. In Crystal Reports, open the report you want to customize.
2. Choose Insert → Formula Field.

   **Result:** The Insert Fields property sheet appears.

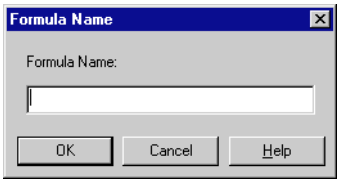
**3** Click the Formula tab.

**Result:** The Formula property page appears.




**4** Click New.

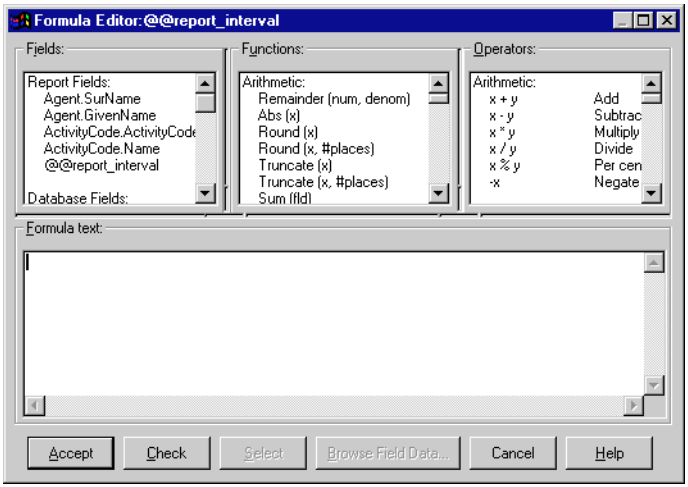
**Result:** The Formula Name dialog box appears.




**5** Enter the name of the formula (for example, @report_interval).

6 Click OK.

**Result:** The Formula Editor dialog box appears.




7 In the Formula text box, enter the formula definition. You can compose the formula by inserting fields, functions, and operators from the boxes at the top of the dialog box. To insert an entity, select it and click Select.

**Note:** For the special formulas (@company_name, @report_interval, @report_title, @report_user, and @site_id_name), leave the definition blank.

8 To check the formula for errors, click Check.

9 Click Accept.

# Chapter 3

# Frequently asked questions

## In this chapter

Pegging questions 48
Questions about custom reports 52

# Pegging questions

## Can we change the length of the interval from 15 minutes to 60?

The interval length is not configurable. It is fixed at 15 minutes.

## How are ACD statistics sent to the server?

The Symposium Call Center Server does not report on statistics relating to the ACD queue. The server does not have delay or abandon information for ACD calls.

However, the server can provide the following statistics for ACD calls presented to a phoneset that has been acquired by the server:

- the number of ACD calls answered
- the number of ACD calls conferenced and transferred
- the amount of time spent on ACD calls

You can also map each ACD-DN to a dummy skillset. All calls to that ACD-DN that are answered on a phoneset acquired by the server, are pegged against the dummy skillset. (If you don't map an ACD-DN, calls to that ACD-DN are pegged against the Default_ACD_Skillset.)

## Why does CallsOffered not equal CallsAnswered plus CallsAbandoned?

This can occur for two reasons:

- A call pegs as offered in the interval when it is first processed by the master script. It pegs as answered when the call is answered, or it pegs as abandoned when the call is released.
- A call that is offered to a Symposium Call Center Server agent (that is, an agent who is configured on the server) can be
  - answered
  - abandoned

- given a treatment, such as Force Disconnect, Overflow, Route To, or Default

You can create a custom formula to account for all calls given a treatment (this formula varies depending on the types of treatments you use). When you add this custom formula to CallsAnswered and CallsAbandoned, the result should be close to CallsOffered. (The result might not be equal to CallsOffered if calls were offered in one interval, and answered, abandoned, or given a treatment in another.)

## Why do agent activity times not add up to login time?

All agent state timers are maintained independently. For example, the following events occur:

| | |
|---|---|
| 9:00:00 | The agent logs in. |
| 9:00:10 | The agent answers an DN call from an internal number. |
| 9:00:20 | The agent places the DN call on hold and answers a Symposium Call Center Server call. |
| 9:01:20 | The agent releases the Symposium Call Center Server call and resumes the DN call. |
| 9:01:30 | The agent releases the DN call and logs out. |

At the end of this period, the agent timers have the following values:

| | |
|---|---|
| LoggedInTime | 90 seconds |
| WaitingTime | 10 seconds |
| DNInCallsTalk Time (DMS) or DNIntInCallsTalkTime (Meridian 1) | 80 seconds |
| TalkTime | 60 seconds |

The total activity time for the agent, as calculated below, exceeds the agent login time of 90 seconds.

WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 120 seconds

Similarly, on the Meridian 1 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

## What is the difference between ReturnedToQ and ReturnedToQDueToTimeout?

Calls are pegged as ReturnedToQ under the following conditions:

- an agent manually returns the call to the queue
- an agent presses a key just as a call is being presented (this should only occur rarely)

Calls are pegged as ReturnedToQDueToTimeout if they are not answered within a period of time specified in the agent's call presentation class.

## What's the difference between service level threshold for an application and service level threshold for a skillset?

In the application statistics, wait time for calls abandoned and answered is calculated from the time the call is handed off by the master script to a primary application. As a result, it includes the time required for the caller to navigate menus and listen to recorded announcements. When you calculate the service level for an application threshold class, you must allow for this time.

In the skillset statistics, wait time for calls abandoned and answered is calculated from the time the call is queued to the skillset. It does not include the time required for the caller to navigate menus and listen to recorded announcements.

## Why is my service level 0%?

If no calls are answered or abandoned during an interval, the service level is 0% (that is, zero calls are answered within the service level threshold).

## Why is the agent name field blank on an agent statistical report?

If an agent record has been deleted, the agent name appears blank in any reports based on the AgentPerformanceStat, AgentByApplication, or AgentBySkillset views. The Symposium Call Center Server pegs statistics against an agent ID, and when you generate this report, looks up the corresponding agent name in the database. If the agent record has been deleted, the server cannot retrieve the agent name.

## What's the reporting impact of having a primary script and skillset with the same name?

This does not impact pegging. However, reports are easier to interpret if entities have unique names.

## What time period does the interval from 7:00 to 7:15 represent?

When you generate a report for the interval from 7:00 to 7:15, the data included in the report includes events occurring between 7:00 and 7:14:59.

# Questions about custom reports

## What is the maximum number of custom reports I can create?

The Symposium Call Center Server does not limit the number of reports you can create.

## What join type do I use to join tables in Crystal Reports?

When you link views to generate a custom report, use the Left Outer [=(+), *=] join type.

# Chapter 4

# Data dictionary

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# Overview

## Introduction

The Symposium Call Center Server database is an open database; you can access the data in this database with any SQL- or ODBC-compliant application. You can use the data in many ways, including the following:

- import it into a spreadsheet for manipulation
- import it into your corporate database
- generate customized reports using Crystal Reports or another reporting application

This appendix describes the data that is available to you.

## Types of data

This appendix describes the following types of data:

- summarized historical statistics—statistics accumulated over a period of time (15-minute interval, daily, weekly, or monthly)
- event statistics—statistics that report each occurrence of an event
- configuration data—information about the configuration of your server

## Database views

Summarized historical statistics, event statistics, and configuration data are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

## Statistical field types

The following table describes the field types used in the statistics descriptions in this appendix. For each type, it provides a range of valid values and a size.

| Field type | Description | Value range | Length |
|---|---|---|---|
| binary | binary data | n/a | n bytes, data dependent |
| char | fixed character length | n/a | n bytes |
| datetime | time stamp | Jan 1, 1753 to Dec 31, 9999 | 8 bytes |
| int | integer | -2 147 483 648 to 2 147 483 647 | 4 bytes |
| smalldatetime | time stamp | Jan 1, 1900 to June 6, 2079 | 4 bytes |
| smallint | small integer | -32 768–32 767 | 2 bytes |
| tinyint | tiny integer | 0–255 | 1 byte |
| varchar | variable length character | n/a | n bytes, data dependent |

## Resource usage

When you generate reports or export data from the database, you use system resources, including server CPU and LAN bandwidth. To calculate resource requirements for a specific application, refer to the *Planning and Engineering Guide*.

**Note:** If you are generating large reports or exporting large amounts of data, do so at off-peak times.

# Section A: Summarized historical statistics

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# Overview of summarized historical statistics

## Introduction

Summarized historical statistics are accumulated over a period of time (15-minute interval, daily, weekly, or monthly). For example, summarized historical statistics can tell you the number of calls answered during a 15-minute interval.

These statistics are used in standard and user-defined reports. You can also include these statistics in your user-created reports.

## Database views

Summarized historical statistics are accessible through database views. A database view is a logical representation of the database, used to organize the information in the database for your use.

## Data collection option

When you configure Historical Statistics Collection, you can choose whether to collect statistics in each of the following statistics groups:

- activity code statistics
- agent by application statistics
- agent by skillset statistics
- agent performance statistics
- application statistics
- CDN statistics
- DNIS statistics
- IVR port statistics (Meridian 1 switch only)
- IVR queue statistics (Meridian 1 switch only)
- network call-by-call statistics (Networking option only)
- network incoming call statistics (Networking option only)
- network outgoing call statistics (Networking option only)

- RAN and music route statistics
- route statistics (Meridian 1 switch only)
- skillset statistics
- trunk statistics (Meridian 1 switch only)

You can enable or disable data collection for one of these groups at any time while the system is running.

## IVR transfers

If you are using Meridian Mail or another IVR system that uses a two-stage transfer (IVR Transfer), rather than a hook-flash transfer, the CallsOffered statistic is pegged each time a call is transferred by the IVR system.

Your ApplicationStat view might contain the following statistics

CallsOffered = 1000
CallsAnswered = 600
IVRTransferred = 400

In this case, although CallsOffered is 1000, the number of calls from outside callers is actually 600.

# Types of views

## Introduction

Summarized historical statistics are available in interval, daily, weekly, and monthly views.

## Interval views

The server accumulates interval statistics for 15 minutes. At the end of the 15-minute interval, the server creates a new record in the database for each entity (or combination of entities). The new record contains the summarized statistics for that entity for that interval. (The statistics collected depend on the type of entity.) The time-stamp field of the new record is in the format YYYY/MM/DD HH:MM:00:00, where MM is 00, 15, 30, or 45.

For example, to record agent by skillset statistics, the server creates a record for each skillset for which an agent answered calls during the interval just ended.

**Note:** Interval statistics are not available until after the interval ends. If you shut down the server without properly shutting down the Symposium Call Center Server services, data for the current interval is lost.

Interval views begin with the prefix i.

## Daily views

Immediately after the end of the business day (that is, at 12:00 a.m. the next day), the server sums all of the interval records for the day, and creates corresponding daily records. The time-stamp field of the daily records is in the format YYYY/MM/DD 00:00:00:00.

**Note:** Daily statistics are not available until the beginning of the next day.

Daily views begin with the prefix d.

## Weekly views

After the end of the first day of the week (that is, at 12:00 a.m. of the next day), the server creates weekly records that contain each of the daily totals. After the end of each subsequent day in the week, the server adds the day's totals to the fields in the weekly records. The time-stamp field of the weekly records is in the format YYYY/MM/DD 00:00:00:00, where DD is the first day of the week.

**Notes:**

- Weekly statistics are not available until the beginning of the next week.
- The first day of the week is configurable in the Historical Statistics Configuration.

Weekly views begin with the prefix w.

## Monthly views

Immediately after the end of the first day of the month (that is, at 12:00 a.m. of the next day), the server creates monthly records that contain each of the daily totals. After the end of each subsequent day in the month, the server adds the day's totals to the fields in the monthly record. The time-stamp field of the monthly records is in the format YYYY/MM/DD 00:00:00:00, where DD is 01.

**Note:** Monthly statistics are not available until 12:00 a.m of the first day in the next month.

Monthly views begin with the prefix m.

## View linkages

Linkages between database views allow you to generate customized reports that combine statistics from two or more views. You can only combine views that share a linkage key. If you combine views that do not share a linkage key, the resulting statistics are meaningless and misleading.

If several views use the same linkage key, you can create a report combining all of those views.

## When statistics are cumulated

The following table shows when different types of statistics are cumulated and become available for reporting.

| Type | When cumulated |
|---|---|
| interval | every 15 minutes |
| daily | immediately after the end of the day (that is, at 12:00 a.m. the next day) |
| weekly | immediately after the end of the week (that is, at 12:00 a.m. on the first day of the next business week) |
| monthly | immediately after the end of the month (that is, at 12:00 a.m. on the first day of the next month) |

# Types of calls

## Introduction

The call types described on this page and the following pages are referred to in the descriptions of database views.

## Symposium Call Center Server calls

Symposium Call Center Server calls are calls that

- arrive at a CDN that is acquired by the Symposium Call Center Server
- are presented to the Incalls key of a phoneset that is acquired by the Symposium Call Center Server.

Local Symposium Call Center Server calls are calls that arrive at a CDN configured as a local CDN; network Symposium Call Center Server calls are calls that arrive at CDN configured as a network CDN (that is, incoming calls), or calls that are offered to a remote site by the local server (that is, outgoing calls).

**Note:** Unless otherwise specified, Symposium Call Center Server calls include both local and network calls.

### Tracking

Symposium Call Center Server calls are tracked from the time that a call notification message arrives from the switch until the call is

- abandoned
- routed to the default DN
- given Force Disconnect command
- given Busy treatment
- given Overflow treatment
- given Queue to NACD treatment

- given Queue to Network Skillset treatment, and then
  - abandoned
  - answered
  - reaching a non-ISDN trunk
  - treated by the Network script at the remote site
- released
- transferred or conferenced out by an agent or resource

## ACD calls

ACD calls are calls to an Automatic Call Distribution Directory Number (ACD-DN) that are presented to a phoneset that is acquired by the Symposium Call Center Server. ACD calls are distributed to agents in an ACD group based on the routing table defined on the switch.

**Notes:**

- Networking statistics only contain calls controlled by the server. They do not include ACD calls.
- On the DMS switch, ACD call statistics include NACD calls.

### Tracking

For ACD calls, the server does not record information about call activity on the switch. ACD calls are tracked from the time that they are answered at a phoneset acquired by the Symposium Call Center Server. Therefore the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

## NACD calls

NACD calls arrive at the server via a network ACD-DN and are presented to a phoneset acquired by the Symposium Call Center Server.

**Notes:**

- Delay and abandon statistics are not available for NACD calls.
- On the DMS switch, the Symposium Call Center Server cannot distinguish between ACD and NACD calls. NACD calls are pegged as ACD calls.

### Tracking

For NACD calls, the server does not record information about call activity on the switch. NACD calls are tracked from the time that they are answered at a phoneset acquired by the Symposium Call Center Server. Therefore the server does not record the following statistics for ACD calls:

- calls offered
- calls waiting
- calls abandoned (and abandon delay)
- calls returned to queue

## DN calls

DN calls are presented to the DN key of a phoneset that is acquired by the Symposium Call Center Server. DN calls are usually personal calls. The server only pegs DN calls in the AgentPerformanceStat views. Activity code and application statistics do not include DN calls.

### Tracking

DN calls are tracked from the time that they are answered. The server does not track activity for calls automatically redirected by the switch, including

- hunting
- call forward—busy
- call forward—all calls
- call forward—no answer

**Note:** For the DMS switch, only one DN key can be configured in the Phoneset Properties sheet and monitored by the Symposium Call Center Server. Activity on other DN keys is not reported.

# ActivityCodeStat views

## Introduction

Activity code statistics provide accounting information based on a combination of activity code, agent, and application call information. These statistics allow you to monitor agents' work and time distribution within their working hours.

On the Meridian 1 switch, activity code statistics include statistics for Not Ready reason codes. Agents enter these codes when they go into Not Ready state.

**Notes:**

- The server does not record activity time for DN calls.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

## Definition: Activity code

An activity (or Line of Business) code identifies the type of call being answered. For example, your call center manager can define activity codes to identify sales, service, or support calls.

## Requirements

- Define activity codes on the Symposium Call Center Server. If you do not, activity codes statistics are collected, but ActivityCodeName is blank.
- Configure the server to collect activity code statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all activity codes; you cannot configure the system to collect statistics for selected activity codes.

## Database views

- iActivityCodeStat
- dActivityCodeStat
- wActivityCodeStat

- mActivityCodeStat

## Field descriptions

### ActivityCode

**Description:** A unique identifier for an activity code, as defined on the Activity Code Properties property sheet.

**Type:** varchar

**Length:** 32

### ActivityCodeName

**Description:** The name of the activity code, as defined on the Activity Code Properties property sheet.

**Type:** varchar

**Length:** 30

### ActivityTime

**Description:** The total call time that was charged to this activity code by this agent.

**Triggers:** For the first activity code entered during a call, activity time begins when the call is answered. For subsequent activity codes, activity time begins after the agent presses the Activity or LOB key and enters the activity code. Activity time ends when the call is released or the agent enters a new activity code.

**Type:** int

**Length:** 4

### AgentGivenName

**Description:** The given or first name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### AgentLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Triggers:** A login is pegged after the agent enters a login ID and (if required) a login password.

**Type:** varchar

**Length:** 16

### AgentSurName

**Description:** The family or surname of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### Application

**Description:** The name of the application, as defined on the Application Properties property sheet.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application. Statistics for Not Ready reason codes are pegged against the System_Application.

**Type:** varchar

**Length:** 30

### ApplicationID

**Description:** The ID of the application, which is assigned by the server when the application is defined.

**Type:** int

**Length:** 4

### Occurrences

**Description:** The number of times this activity code was entered by an agent. Multiple activity codes (up to three for a DMS switch) may be entered during a single call.

**Pegging:** An occurrence is pegged after the agent presses the Activity or LOB key and enters this activity code.

**Type:** int

**Length:** 4

### Site

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

### SiteID

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

### Time

**Description:** The time that the statistic was pegged.

**Type:** char

**Length:** 5

### Timestamp

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

### UserID

**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

## Linkages with other statistics groups

You can link activity code statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which activity code statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| AgentByApplicationStat | Timestamp<br>UserID<br>ApplicationID |
| AgentBySkillsetStat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>ApplicationID |

# AgentByApplicationStat views

## Introduction

Agent by application statistics provide summarized performance information for a Symposium Call Center Server agent. You can use these statistics to monitor an agent's contribution to an application.

The data fields are pegged based on a combination of application and agent activities.

**Note:** These statistics do not include DN calls.

## Requirements

- Configure the server to collect agent by application code statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

## Database views

- iAgentByApplicationStat
- dAgentByApplicationStat
- wAgentByAppliationStat
- mAgentByApplicationStat

## Field descriptions

### AgentGivenName

**Description:** The first or given name of the agent, as defined on the General – User Properties page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### AgentLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties page.

**Type:** varchar

**Length:** 16

### AgentSurName

**Description:** The last or surname of the agent, as defined on the General – User Properties page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### Application

**Description:** The name of the application for which the agent answered the call, as defined on the General – Application Properties property page.

**Type:** varchar

**Length:** 30

### ApplicationID

**Description:** A unique identifier for the application for which the agent answered the call, which is assigned by the server when the application is added.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered by an agent for this application.

**Triggers:** Call answer is pegged upon answer.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

**Type:** int

**Length:** 4

### PostCallProcessingTime

**Description:** This is the total time an agent spends performing post-call processing. Normally an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

**Triggers:** Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Call Center Server call, and ends when the agent presses the Not Ready key again.

**Type:** int

**Length:** 4

### Site

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time an agent spends on the phoneset answering local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls for this application. This statistic includes hold time.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.

**Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

**UserID**

**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

## Linkages with other statistics groups

You can link agent by application statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which agent by application statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>UserID<br>ApplicationID |
| AgentBySkillsetStat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutCallStat | Timestamp<br>ApplicationID |

# AgentBySkillsetStat views

## Introduction

Agent by skillset statistics provide summarized performance information for Symposium Call Center Server agents. The data fields are pegged based on a combination of skillset and agent call information.

**Note:** These statistics do not include DN calls.

## Requirements

- Configure the server to collect agent by skillset statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

## Database views

- iAgentBySkillsetStat
- dAgentBySkillsetStat
- wAgentBySkillsetStat
- mAgentBySkillsetStat

## Pegging thresholds

You can define skillset threshold classes with different values for the length (talk time) of a short call. Then, you assign each skillset to a threshold class. The value for short call length, then, can vary from one skillset to another. For more information about threshold classes, refer to the *Administrator's Guide.*

## Field descriptions

### AgentLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

### AgentGivenName

**Description:** The first or given name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### AgentSurName

**Description:** The last or surname of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls answered for this skillset.

**Triggers:** Calls are pegged upon answer.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and the answering skillset. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General –

Skillset Properties property page (if defined), or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined), or the Default_NACD_Skillset.

**Type:** int

**Length:** 4

### PostCallProcessingTime

**Description:** The total time an agent spends performing post-call processing. Normally an agent uses this time to complete any work related to the call just released, such as filling in forms or filing papers.

**Triggers:** Post-call processing time begins when an agent presses the Not Ready key after completing a Symposium Call Center Server call and ends when the agent presses the Not Ready key again.

**Type:** int

**Length:** 4

### ShortCallsAnswered

**Description:** The total number of local and incoming network Symposium Call Center Server, ACD, and NACD calls answered that had a talk time less than the short call threshold assigned to the threshold class for the skillset.

**Type:** int

**Length:** 4

### Site

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

### SiteID

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 30

**SkillsetID**

**Description:** A unique number to identify a skillset, which is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time spent by the agent on local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls, including hold time, for this skillset.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.

**Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

**TotalStaffedTime**

**Description:** The total time an agent was logged in and assigned to this skillset.

**Triggers:** Staffed time begins when the agent logs in (if the agent is assigned to a skillset), or after the agent is assigned to the skillset with a priority of 1 or more, either from the Skillset – User Properties property page or with an agent to skillset assignment. Staffed time ends when the agent logs out, is removed from the skillset, or is put on standby for the skillset.

**Type:** int

**Length:** 4

**UserID**

**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

## Linkages with other statistics groups

You can link agent by skillset statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which agent by skillset statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>UserID |
| AgentByApplicationStat | Timestamp<br>UserID |
| AgentPerformanceStat | Timestamp<br>UserID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>SkillsetID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>ApplicationID |

# AgentPerformanceStat views

## Introduction

Agent performance statistics provide summarized performance measurement information for Symposium Call Center Server agents. The data fields are pegged based on agent activities.

## Requirements

- Configure the server to collect agent performance statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

## Database views

- iAgentPerformanceStat
- dAgentPerformanceStat
- wAgentPerformanceStat
- mAgentPerformanceStat

## Agent state timers

All agent state timers are maintained independently. For example, the following events occur:

| | |
|---|---|
| 9:00:00 | The agent logs in. |
| 9:00:10 | The agent answers an DN call from an internal number. |
| 9:00:20 | The agent places the DN call on hold and answers a Symposium Call Center Server call. |

| | |
|---|---|
| 9:01:20 | The agent releases the Symposium Call Center Server call and resumes the DN call. |
| 9:01:30 | The agent releases the DN call and logs out. |

At the end of this period, the agent timers have the following values:

| | |
|---|---|
| LoggedInTime | 90 seconds |
| WaitingTime | 10 seconds |
| DNInCallsTalk Time (DMS) or DNIntInCallsTalkTime (Meridian 1) | 80 seconds |
| TalkTime | 60 seconds |

The total activity time for the agent, as calculated below, exceeds the agent login time of 90 seconds.

WaitingTime + DNInCallsTalkTime or DnIntInCallsTalkTime + TalkTime
= 10 + 80 + 60
= 120 seconds

Similarly, on the Meridian 1 switch, a phoneset may contain multiple DN keys. If an agent answers a DN call, places it on hold, and makes another DN call, both DN hold time and DN talk time are pegged for the same period.

## Agents and supervisors

Agents are linked to reporting supervisors. An agent can have only one reporting supervisor at any given time. However, he or she can have a different supervisor at different times of day. To allow supervisors to monitor all of their reporting agents, these statistics allow agents to be linked to multiple supervisors.

## Transferred and conferenced calls

On the DMS switch, a call is pegged as a transfer when the agent uses the Fast Transfer key. It is pegged as a conference when the agent uses the 3WC key.

**Notes:**

- A transfer or conference is pegged when an agent presses the key the second time to complete the transfer or conference.
- On the DMS switch, when an agent is in consultation with another agent (during a transfer or conference), he or she cannot use the Emergency or LOB keys. However, when the other agent drops off the call, these keys become available again.

### Blind transfers and conferences

Blind transfers and (on the DMS switch) blind conferences are pegged as transfers or conferences to "Other." The Meridian 1 switch does not support blind conferences (conferences that are completed before the call is presented to the destination phoneset).

### Transfers and conferences to Incalls

On the DMS switch, calls that are transferred or conferenced directly to an Incalls key are pegged as calls transferred or conferenced to Incalls. The Meridian 1 switch does not support direct transfer to or conference with an Incalls key.

## DN statistics (DMS switch)

For the DMS switch, only one DN key can be configured in the Phoneset Properties property sheet and monitored by the Symposium Call Center Server. Transfers and conferences to or from other DN keys are not reported.

## Field descriptions

### ACDCallsAnswered

**Description:** The number of ACD calls answered by the agent. On the Meridian 1 switch, this statistic includes parked ACD calls that are returned to an agent. On the DMS switch, this statistic includes NACD calls answered.

**Pegging:** Answered calls are pegged upon release or (on the Meridian 1 switch) when the Call Park feature is used.

**Type:** int

**Length:** 4

### ACDCallsConfToCDN

**Description:** The number of ACD calls that are conferenced from a phoneset aquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1 switch, this statistic includes calls conferenced to agents on a remote node. On the DMS switch, this statistic includes NACD calls conferenced.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsConfToDN

**Description:** The number of ACD calls that are conferenced from a phoneset aquired by the Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS switch, this statistic includes NACD calls conferenced.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsConfToIncalls

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS switch) conferenced directly to an Incalls key on such a phoneset. On the DMS switch, this statistic includes NACD calls conferenced.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsConfToOther

**Description:** The number of ACD calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind conferences and NACD calls conferenced.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsTalkTime

**Description:** The total time spent on ACD calls, including hold time. On the DMS switch, this field includes talk time for NACD calls.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.

**Type:** int

**Length:** 4

### ACDCallsTransferredToCDN

**Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1 switch, this statistic includes calls transferred to agents at a remote node. On the DMS switch, this statistic includes NACD calls transferred to a CDN.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsTransferredToDN

**Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN key on a phoneset acquired by the server. On the DMS switch, this statistic includes NACD calls transferred.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsTransferredToIncalls

**Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the server, or (for the DMS switch) transferred directly to an Incalls key on such a phoneset. On the DMS switch, this statistic includes NACD calls transferred.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### ACDCallsTransferredToOther

**Description:** The number of ACD calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind transfers and NACD calls transferred.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### AgentGivenName

**Description:** The first or given name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### AgentLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

### AgentSurName

**Description:** The last or surname of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**Note:** If an agent record has been deleted since the data was collected, the agent name is blank.

### BreakTime

**Description:** Meridian 1 switch only. The total time an agent is in the Break state for all skillsets. You can configure an agent's call presentation class to place the agent in break state after each call.

**Triggers:** Break time begins when a call is released and ends when the timer elapses.

**Type:** int

**Length:** 4

### BusyMiscTime

**Description:** Meridian 1 switch only. The total time the Incalls key of an agent was busy because of events not related to DN calls, for example, programming the Call Forward key or ACD call ringing.

**Triggers:** The following table shows when busy time begins and ends:

| Busy time begins when | and ends when |
|---|---|
| the agent presses the Forward key to program call forward | the agent presses the Forward key again to activate call forward. |
| the agent presses the DN key | the agent completes dialing the number. |
| an ACD call is presented to the agent's phoneset | the agent answers the ACD call. |

**Type:** int

**Length:** 4

### BusyOnDNTime

**Description:** Meridian 1 switch only. The total time the Incalls key of an agent was busy because the agent pressed the personal DN key or was busy on a DN call.

**Triggers:** Busy time begins when the agent presses the DN key and ends when the DN call is released.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server calls answered. This statistic includes NACD calls routed to a local CDN.

**Pegging:** Calls are pegged upon answer.

**Restriction:** This statistic does not include DN, ACD, or NACD calls answered.

**Type:** int

**Length:** 4

### CallsOffered

**Description:** The number of local and incoming network Symposium Call Center Server calls presented to an agent. On the Meridian 1 switch, this statistic also includes parked calls that are returned to an agent.

**Pegging:** Calls are pegged against the Master_Script application upon arrival and against a primary application when the Master_Script application hands over control.

**Type:** int

**Length:** 4

### CallsReturnedToQ

**Description:** The number of local and incoming network Symposium Call Center Server calls returned to the skillset queue for reasons other than timeout.

**Triggers:** A call is pegged as returned to queue if the agent enters another state (for example, if the agent presses the Not Ready or DN key) while a call is being presented.

**Type:** int

**Length:** 4

**CallsReturnedToQDueToTimeout**

**Description:** The number of local and incoming network Symposium Call Center Server calls returned to the associated skillset queue automatically, after a wait greater than or equal to the answering timeout for the agent, as defined for the call presentation class to which the agent belongs.

**Type:** int

**Length:** 4

**CDNCallsConfToCDN**

**Description:** The number of CDN calls that are conferenced to a CDN acquired by the Symposium Call Center Server. On the Meridian 1 switch, this statistic includes calls conferenced to agents at a remote node.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsConfToDN**

**Description:** The number of CDN calls that are conferenced to an agent's personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsConfToIncalls**

**Description:** The number of CDN calls that are conferenced to an ACD-DN and presented to a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsConfToOther**

**Description:** The number of CDN calls that are conferenced to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind transfers.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsTransferredToCDN**

**Description:** The number of CDN calls that are transferred to a CDN acquired by the Symposium Call Center Server. On the Meridian 1 switch, this statistic includes calls transferred to agents at a remote node.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsTransferredToDN**

**Description:** The number of CDN calls that are transferred to a personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**CDNCallsTransferredToIncalls**

**Description:** The number of CDN calls that are transferred to an ACD-DN and presented to a phoneset acquired by the Symposium Call Center Server, or (for the DMS switch) transferred directly to an Incalls key on such a phoneset.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### CDNCallsTransferredToOther

**Description:** The number of CDN calls that are transferred to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind transfers.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

### ConsultationTime

**Description:** Meridian 1 switch only. The total time an agent spends in consultation with another agent during a call transfer or conference after the caller drops off the call.

**Triggers:** Consultation time begins when the caller disconnects and ends when the call is released.

**Type:** int

**Length:** 4

### DNCallsConfToACDDN

**Description:** The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### DNCallsConfToCDN

**Description:** The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1 switch, this statistic includes calls conferenced to agents at a remote node.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### DNCallsConfToDN

**Description:** The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### DNCallsConfToOther

**Description:** The number of DN calls that are conferenced from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind conferences.

**Pegging:** The call is pegged when the conference is completed (that is, when the conference key is pressed for the second time).

**Type:** int

**Length:** 4

### DNCallsTransferredToACDDN

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to an ACD-DN and presented to a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**DNCallsTransferredToCDN**

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a CDN acquired by the server. On the Meridian 1 switch, this statistic includes calls transferred to agents at a remote node.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**DNCallsTransferredToDN**

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a personal or secondary DN on a phoneset acquired by the Symposium Call Center Server.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**DNCallsTransferredToOther**

**Description:** The number of DN calls that are transferred from a phoneset acquired by the Symposium Call Center Server to a resource external to the Symposium Call Center Server system. On the DMS switch, this statistic includes blind transfers.

**Pegging:** The call is pegged when the transfer is completed (that is, when the transfer key is pressed for the second time).

**Type:** int

**Length:** 4

**DNInCalls**

**Description:** DMS switch only. The number of calls to an agent's DN key.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### DNInCallsTalkTime

**Description:** DMS switch only. The total time spent on incoming DN calls, including hold time.

**Triggers:** Talk time begins when the call is answered and ends when the agent releases the call.

**Type:** int

**Length:** 4

### DNInExtCalls

**Description:** Meridian 1 switch only. The number of calls to an agent's DN key from an external number (that is, from another customer group). This statistic includes parked external calls returned to the agent.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### DNInExtCallsTalkTime

**Description:** Meridian 1 switch only. The total time spent on incoming DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

**Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

**Type:** int

**Length:** 4

### DNInIntCalls

**Description:** Meridian 1 switch only. The number of calls to an agent's DN key from an internal number (that is, from the same customer group). This statistic includes parked internal calls returned to the agent.

**Pegging:** The call is pegged upon presentation.

**Type:** int

**Length:** 4

### DNInIntCallsTalkTime

**Description:** Meridian 1 switch only. The total time spent on incoming DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

**Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

**Type:** int

**Length:** 4

### DNOutCalls

**Description:** DMS switch only. The total number of DN calls originated by the agent from his or her DN key.

**Pegging:** A call is pegged when the agent presses the secondary DN key, even if the agent does not make a call.

**Type:** int

**Length:** 4

### DNOutCallsTalkTime

**Description:** DMS switch only. The total time spent on outgoing DN calls, including hold time.

**Triggers:** Talk time begins when the agent presses the DN key and ends when the agent releases the call.

**Type:** int

**Length:** 4

### DNOutExtCalls

**Description:** Meridian 1 switch only. The total number of DN calls originated by the agent from his or her DN key to a number external to the customer group. This statistic includes external parked calls retrieved by an agent.

**Pegging:** The call is pegged when the agent presses the DN key.

**Type:** int

**Length:** 4

### DNOutExtCallsTalkTime

**Description:** Meridian 1 switch only. The total time spent on outgoing DN external calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

**Triggers:** Talk time begins when the agent presses the DN key and ends when the caller hangs up or the agent releases the call.

**Type:** int

**Length:** 4

### DNOutIntCalls

**Description:** Meridian 1 switch only. The total number of DN calls originated by the agent from his or her DN key to the same customer group. This statistic includes internal parked calls retrieved by an agent.

**Triggers: Meridian 1 switch:** A call is pegged when the caller is connected. **DMS switch:** A call is pegged when the agent presses the secondary DN key, even if the agent does not make a call.

**Type:** int

**Length:** 4

### DNOutIntCallsTalkTime

**Description:** Meridian 1 switch only. The total time spent on outgoing DN internal calls, including hold time. Where agent phonesets have multiple DN keys configured, talk time can exceed 15 minutes (900 seconds) per interval. This happens when an agent answers one DN call, places that call on hold, then answers another DN call.

**Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

**Type:** int

**Length:** 4

### HoldTime

**Description:** Meridian 1 switch only. The total time the agent had Symposium Call Center Server calls on hold while answering calls. This statistic also includes agent walkaway time and the time that elapses while an agent is parking a call.

**Triggers:** The following table shows when hold time begins and ends.

| Hold time begins when | and ends when |
|---|---|
| the agent presses the Hold key | the agent retrieves the call (for example, by pressing the Incalls key). |
| the agent presses the Transfer or Conference key | the agent finishes entering the destination number. |

**Type:** int

**Length:** 4

### LoggedInTime

**Description:** The total time an agent is in the Login state.

**Triggers:** Login time begins after the agent enters a login ID and (if required) a login password, and the server determines that the agent is valid. Login time ends when the agent logs out.

**Type:** int

**Length:** 4

### NACDCallsAnswered

**Description:** Meridian 1 switch only. The number of NACD calls answered by an agent.

**Pegging:** Calls are pegged upon answer.

**Note:** For the DMS switch, NACD calls are pegged as ACD calls.

**Type:** int

**Length:** 4

### NACDCallsTalkTime

**Description:** Meridian 1 switch only. The total time spent on NACD calls by an agent, including hold time.

**Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

**Note:** For the DMS switch, NACD calls are pegged as ACD calls.

**Type:** int

**Length:** 4

### NetworkCallsAnswered

**Description:** Networking option only. The number of incoming network calls answered by an agent.

**Type:** int

**Length:** 4

### NetworkCallsTalkTime

**Description:** Networking option only. The total time spent by an agent on incoming network calls, including hold time.

**Triggers:** Talk time begins when the call is answered and ends when the caller hangs up or the agent releases the call.

**Type:** int

**Length:** 4

### NotReadyTime

**Description:** The total time an agent spends in the Not Ready state. Not Ready time includes post-call processing time and (on the Meridian 1 switch) not ready time with reason codes.

**Triggers:** Not Ready time begins when the agent presses the Not Ready key and ends when the agent presses the Not Ready key again.

**Type:** int

**Length:** 4

### ReservedForCall

**Description:** Networking and NACD options only. The number of times the agent was reserved to answer a network or NACD call.

**Type:** int

**Length:** 4

### ReservedTime

**Description:** Networking and NACD options only. The total time the agent was in Reserved state.

**Triggers:** Reserved time begins when the switch reserves the agent for a network or NACD call and ends when the call is presented or the agent reservation is cancelled.

**Type:** int

**Length:** 4

### RingTime

**Description:** The total time an agent spends in the Ring state before answering a Symposium Call Center Server call.

**Triggers:** Ring time begins when a call is presented to the phoneset and ends when the call is answered, abandoned, or returned to the queue.

**Note:** On the Meridian 1 switch, if call force is set for the agent's call presentation class, ring time equals the call force timer.

**Type:** int

**Length:** 4

### ShortCallsAnswered

**Description:** The total number of calls answered that had a talk time less than the short call threshold assigned to the application for which the call was answered. Local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls are eligible to be short calls.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**SupervisorGivenName**

**Description:** The first or given name of the agent's reporting supervisor, as defined on the supervisor's General – User Properties property page.

**Type:** varchar

**Length:** 64

**SupervisorLogin**

**Description:** The numeric ID the supervisor uses to log in to the phoneset, as defined on the supervisor's Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**SupervisorSurName**

**Description:** The last or surname of the agent's supervisor, as defined on the supervisor's General – User Properties property page.

**Type:** varchar

**Length:** 64

**SupervisorUserID**

**Description:** A unique identifier for the agent's reporting supervisor, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

**TalkTime**

**Description:** The total time spent by the agent on local and incoming network Symposium Call Center Server calls, including hold time.

**Triggers:** Talk time begins when the call is answered. For the Meridian 1 switch, talk time ends when the caller hangs up or the agent releases the call. For the DMS switch, talk time ends when the agent releases the call.

**Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval) and when the call terminates.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see "Overview of summarized historical statistics" on page 58.

**Type:** smalldatetime

**Length:** 4

**UserID**

**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

### VariableWrapTime

**Description:** DMS switch only. The total time an agent is in the Variable Wrap state for all skillsets. You can configure the Variable Wrap feature on the switch for an ACD group or agent. If you do, the agent is put into Variable Wrap state for a predefined time after each call. To allow the Symposium Call Center Server to report Variable Wrap time, you must enable the Variable Wrap feature for the call presentation class to which the agent belongs.

**Triggers:** Variable Wrap time begins when a call is released and ends when the timer elapses.

**Type:** int

**Length:** 4

### WaitingTime

**Description:** The total time an agent spends waiting for calls. On the DMS switch, this includes time when the agent is active on a secondary DN and when the agent is reserved on the switch.

**Triggers:** Wait time begins when the agent goes into Idle state, for example, if

- the agent logs in and presses the Not Ready key
- the agent releases a call, and the agent's call presentation class is not configured for Break time or Variable Wrap
- the agent's break or variable wrap timer elapses after a call is released
- the agent presses the Not Ready key a second time after entering Not Ready state

**Type:** int

**Length:** 4

### WalkawayTime

**Description:** The total time an agent is in the Walkaway state.

**Triggers: Meridian 1 switch:** Walkaway time begins when

- an agent puts a call on Hold, and hangs up or unplugs the headset
- an agent in Not Ready state puts a call on hold

Walkaway time ends when the agent takes the phoneset off hook or plugs in the headset.

**DMS switch:** Walkaway time begins after the agent presses the Not Ready key and enters a Not Ready reason code other than zero. Walkaway time ends when the agent presses the Not Ready key again.

**Type:** int

**Length:** 4

## Calculations

### Calls abandoned while being presented

To calculate the number of calls abandoned while they were being presented, use the following formula:

CallsOffered – (CallsAnswered + CallsReturnedtoQ + CallsReturnedtoQDuetoTimeout)

### Number of network calls not answered

To calculate the number of network calls not answered, use the following formula:

(ReservedForCall – NACDCallsAnswered) – NetworkCallsAnswered

**Note:** A call can be pegged more than once if it is returned to the queue and then presented to another agent.

## Linkages with other statistics groups

You can link agent performance statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which agent performance statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>UserID |
| AgentByApplicationStat | Timestamp<br>UserID |
| AgentBySkillsetStat | Timestamp<br>UserID |

# ApplicationStat views

## Introduction

Application statistics provide summarized performance data on a per-application basis. The server collects and reports application statistics to give call center managers specific details about call types, callers, or conditions. You can use these statistics to monitor an application's contribution to the operation of a call center.

## Definition: Application

An application is a logical entity that represents a script for reporting purposes. The master script and each script it references (that is, each primary script) has an application with a name that is the same as the script name.

## Requirements

- Configure the server to collect application statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

## Database views

- iApplicationStat
- dApplicationStat
- wApplicationStat
- mApplicationStat

## Pegging

When a local call enters the Symposium Call Center Server, it is handled by the master script. Most calls are handed off by the master script to a primary script. The primary script may hand off the call to a secondary script.

### Calls handled by master script

If the call does not leave the master script, all time delays and events (such as call treatments) are pegged against the Master_Script application.

### Calls handled by primary script

If a call is handed off to a primary script, all events occurring up to the handoff are pegged against the Master_Script application. Events that occur after handoff are pegged against the primary application.

**Note:** All delays, including those experienced at the Master_Script application, are pegged against the primary application.

### Calls handled by secondary script

If a call is handed off to a secondary script, all delays and events are pegged against the primary application.

## Pegging thresholds

You can define application threshold classes with different values for the service level threshold and the length (talk time) of a short call. Thus the value for service level and short call length can vary from one application to another. For more information about threshold classes, refer to the *Administrator's Guide.*

## Non-ISDN trunks and call information

If a call encounters a non-ISDN trunk while being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot identify those calls that originate within the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

## Field descriptions

**AbdDelay2, AbdDelay4, AbdDelay6, ... AbdDelay60**
**AbdDelay70, AbdDelay80, AbdDelay90, ... AbdDelay300**
**AbdDelay360, AbdDelay420, AbdDelay480, AbdDelay540, AbdDelay600**
**AbdDelayBeyond**

**Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were abandoned after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

**Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

**AnsDelay2, AnsDelay4, AnsDelay6, ... AnsDelay60**
**AnsDelay70, AnsDelay80, AnsDelay90, ... AnsDelay300**
**AnsDelay360, AnsDelay420, AnsDelay480, AnsDelay540, AnsDelay600**
**AnsDelayBeyond**

**Description:** An array of fields divided into incremental periods of time. Each field contains the number of Symposium Call Center Server calls that were answered after waiting for a period less than or equal to the number of seconds specified, and greater than the number specified in the next lower range.

**Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

### Application

**Description:** The name of the application, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

### ApplicationID

**Description:** A unique number used to identify an application, which is assigned by the server when the application is added.

**Type:** int

**Length:** 4

### CallsAbandoned

**Description:** The number of Symposium Call Center Server calls that were abandoned.

**Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Type:** int

**Length:** 4

### CallsAbandonedAftThreshold

**Description:** The number of Symposium Call Center Server calls abandoned for this application after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

**Type:** int

**Length:** 4

### CallsAbandonedDelay

**Description:** The wait time experienced by all Symposium Call Center Server calls abandoned by callers.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of calls of all types answered for this application.

**Triggers:** Calls are pegged upon answer.

**Pegging:** Local and outgoing Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

**Type:** int

**Length:** 4

### CallsAnsweredAftThreshold

**Description:** The number of Symposium Call Center Server calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the application belongs.

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

**Description:** The wait time experienced by all Symposium Call Center Server calls answered for this application.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

**CallsAnsweredDelayAtSkillset**

**Description:** The total wait time experienced in the skillset queue by all Symposium Call Center Server calls that were answered for this application.

**Triggers:** Delays begin when the call is queued against the first skillset and end when the call is answered.

**Type:** int

**Length:** 4

**CallsConferencedIn**

**Description:** The number of local and incoming network Symposium Call Center Server calls conferenced to this application.

**Type:** int

**Length:** 4

### CallsConferencedOut

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were conferenced out of this application.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

**Type:** int

**Length:** 4

### CallsGivenBroadcast

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls given broadcast treatment for this application.

**Pegging:** This statistic is pegged when the Give Controlled Broadcast Announcement script command is executed.

**Restrictions:** The count is not increased if the same call receives this treatment more than once.

**Type:** int

**Length:** 4

### CallsGivenDefault

**Description:** The number of local and incoming network Symposium Call Center Server calls given default treatment as a result of an error condition.

**Type:** int

**Length:** 4

**CallsGivenForceBusy**

**Description:** The number of local Symposium Call Center Server calls given Force Busy treatment for this application.

**Triggers:** This statistic is pegged when the Give Busy script command is executed.

**Type:** int

**Length:** 4

**CallsGivenForceDisconnect**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Force Disconnect treatment for this application.

**Triggers:** This statistic is pegged when the Disconnect script command is executed.

**Type:** int

**Length:** 4

**CallsGivenForceOverflow**

**Description:** The number of local Symposium Call Center Server calls given Force Overflow treatment for this application.

**Triggers:** This statistic is pegged when the Give Overflow script command is executed.

**Type:** int

**Length:** 4

**CallsGivenHostLookup**

**Description:** The number of local and incoming network Symposium Call Center Server calls for which data was obtained from a remote host through Meridian Link for this application.

**Triggers:** This statistic is pegged when the Send Request script command is executed.

**Restriction:** The count is not increased if the same call receives this treatment more than once.

**Type:** int

**Length:** 4

### CallsGivenIVR

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls given IVR treatment for this application.

**Triggers:** This statistic is pegged when the Give IVR script command is executed.

**Restriction:** The count is not increased if the same call receives this treatment more than once.

**Type:** int

**Length:** 4

### CallsGivenMusic

**Description:** The number of local and incoming network Symposium Call Center Server calls given music treatment through a music route for this application.

**Triggers:** This statistic is pegged when the Give Music script command is executed.

**Type:** int

**Length:** 4

**Restriction:** The count is not increased if the same call receives this treatment more than once.

### CallsGivenNACD

**Description:** Meridian 1 switch only. The number of local Symposium Call Center Server calls given Network ACD (NACD) treatment. This treatment sends calls to a switch that does not use the Symposium Call Center Server networking feature.

**Triggers:** This statistic is pegged when the Queue To NACD script command is executed.

**Restriction:** The count is not increased if the same call receives this treatment more than once.

**Type:** int

**Length:** 4

**CallsGivenRAN**

**Description:** The number of local and incoming network Symposium Call Center Server calls given recorded announcement (RAN) treatment for this application.

**Triggers:** This statistic is pegged when the Give RAN script command is executed.

**Restriction:** The count is not increased if the same call receives this treatment more than once.

**Type:** int

**Length:** 4

**CallsGivenRouteTo**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Route Call treatment for this application.

**Triggers:** This statistic is pegged when the Route Call script command is executed.

**Type:** int

**Length:** 4

**CallsNACDOut**

**Description:** Meridian 1 switch only. The number of local Symposium Call Center Server calls that were networked out through an NACD queue and answered at remote switches. NACD is used to send calls to a switch that does not use the Symposium Call Center Server networking feature.

**Triggers:** This statistic is pegged when a call is routed to the NACD-DN.

**Type:** int

**Length:** 4

### CallsOffered

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were offered to this application.

**Triggers:** Symposium Call Center Server calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control. ACD and NACD calls are pegged when the call is answered.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

**Type:** int

**Length:** 4

### CallsTransferredIn

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls transferred to this application.

**Type:** int

**Length:** 4

### CallsTransferredOut

**Description:** The number of local and incoming network Symposium Call Center Server calls, ACD calls, and NACD calls that were transferred out of this application.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application. NACD calls are pegged against the NACD_DN_Application.

**Type:** int

**Length:** 4

### IVRAbandoned

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls that were abandoned during IVR treatment.

**Type:** int

**Length:** 4

### IVRTerminated

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls that received and completed the IVR treatment in this application. This statistic includes calls transferred by IVR.

**Type:** int

**Length:** 4

### IVRTransferred

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Type:** int

**Length:** 4

### MaxCallsAbandonedDelay

**Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest before being abandoned.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the caller disconnects.

**Type:** smallint

**Length:** 2

### MaxCallsAnsDelay

**Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest before being answered.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site. Delays end when the call is answered.

**Type:** smallint

**Length:** 2

### MaxCallsAnsDelayAtSkillset

**Description:** The wait time experienced by the Symposium Call Center Server call that waited the longest in the skillset queue before being answered.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** Delays begin when the call is queued against the first skillset and end when the call is answered for this application.

**Type:** smallint

**Length:** 2

### MaxNetOutCallsAbandonedDelay

**Description:** Networking option only. The wait time experienced by the outgoing network Symposium Call Center Server call that waited the longest before being abandoned at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the destination site.

**Type:** smallint

**Length:** 2

**MaxNetOutCallsAnsweredDelay**

**Description:** Networking option only. The wait time experienced by the outgoing networked Symposium Call Center Server call that waited the longest before being answered or terminated at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered by an agent, answered by IVR, or terminated at the destination site.

**Type:** smallint

**Length:** 2

**NetOutCalls**

**Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent from this application to another site.

**Type:** int

**Length:** 4

**NetOutCallsAbandoned**

**Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent by this application and abandoned at the destination sites.

**Type:** int

**Length:** 4

**NetOutCallsAbandonedDelay**

**Description:** Networking option only. The total time delay experienced by outgoing network Symposium Call Center Server calls sent by this application and abandoned at the destination sites.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the remote site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

### NetOutCallsAnswered

**Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent by this application and answered by an agent, answered by IVR, or terminated at the destination site.

**Note:** A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable, and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

**Type:** int

**Length:** 4

### NetOutCallsAnsweredDelay

**Description:** Networking option only. The total wait time experienced by all outgoing network Symposium Call Center Server calls sent by this application and answered at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered by an agent, answered by IVR, or terminated at the destination site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

### NetOutCallsReachNonISDN

**Description:** Networking option only. The number of outgoing network Symposium Call Center Server calls sent by this application that reached a non-ISDN trunk on the way to its destination.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**TimeBeforeDefault**

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received default treatment for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### TimeBeforeForceBusy

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Busy treatment for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### TimeBeforeForceDisconnect

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Disconnect treatment for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### TimeBeforeForceOverflow

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Force Overflow treatment for this application.

**Pegging:** For incoming network Symposium Call Center Server calls, this field is pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### TimeBeforeInterflow

**Description:** The total amount of time that all calls spent in the Master_Script application before being passed to a primary application. For the Master_Script application, this is the total time for all calls. For primary applications, this is the total time spent in the Master_Script application by all calls that were answered for the primary application.

**Type:** int

**Length:** 4

### TimeBeforeIVRTransferred

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls transferred to an IVR session for this application.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### TimeBeforeNACDOut

**Description:** Meridian 1 switch only. The total time spent in the system by local Symposium Call Center Server calls networked out through the NACD queue and answered at remote nodes. NACD calls are sent to other switches without using the Symposium Call Center Server networking feature.

**Triggers:** Pegging begins when the call arrives at the site and ends when treatment is given.

**Type:** int

**Length:** 4

### TimeBeforeNetOut

**Description:** Networking option only. The total time spent in the system by local Symposium Call Center Server calls that were networked out for this application.

**Triggers:** Pegging begins when the call arrives at the site and ends when the call is routed to the destination.

**Type:** int

**Length:** 4

### TimeBeforeReachNonISDN

**Description:** Networking option only. The total time spent in the system by outgoing network Symposium Call Center Server calls before they reached a non-ISDN trunk.

**Triggers:** Pegging begins when the call arrives at the site and ends when the call is routed to a non-ISDN trunk.

**Type:** int

**Length:** 4

### TimeBeforeRouteTo

**Description:** The total time spent in the system by local and incoming network Symposium Call Center Server calls that received Route Call treatment.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Triggers:** For local calls, this field includes the time elapsing between initiation of the Master_Script and treatment. For incoming network calls, this field includes the time elapsing between logical queuing of the call to the site and treatment.

**Type:** int

**Length:** 4

### Timestamp

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

## Calculations

### IVR not treated

To calculate the number of calls given IVR that did not complete IVR treatment, use the following formula:

CallsGivenIVR – (IVRAbandoned + IVRTerminated)

### Network outcalls blocked by All Trunks Busy

To calculate the number of calls that could not be networked out because all trunks were busy, use the following formula:

NetOutCalls – (NetOutCallsAnswered + NetOutCallsAbandoned + NetOutCallsReachNonISDN)

## Linkages with other statistics groups

You can link application statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which application statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>ApplicationID |

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| AgentByApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>ApplicationID |

# CDNStat views

## Introduction

Control Directory Number (CDN) statistics provide summarized call traffic information on a per-CDN basis.

## Definition: CDN

A CDN is a number configured in the switch as the entry point for calls into the Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the master script of the Symposium Call Center Server.

## Requirements

- Define CDNs on the Symposium Call Center Server.
- Configure the server to collect CDN statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all CDNs; you cannot configure the system to collect statistics for selected CDNs.

## Database views

- iCDNStat
- dCDNStat
- wCDNStat
- mCDNStat

## Non-ISDN trunks and call information

If a call encounters a non-ISDN trunk while being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means that the destination site cannot distinguish that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

## Field descriptions

### CallsAbandoned

**Description:** The number of local and incoming network Symposium Call Center Server calls abandoned from this CDN. This includes local calls networked out and abandoned or terminated at the destination site.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server calls answered by this CDN. This includes local calls that have been networked out and answered by an agent or IVR at the destination site.

**Pegging:** Calls are pegged upon answer.

**Note:** A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable, and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

**Type:** int

**Length:** 4

### CallsOffered

**Description:** The number of local and incoming network Symposium Call Center Server calls offered to this CDN.

**Type:** int

**Length:** 4

**CallsTerminated**

**Description:** The number of local and incoming network Symposium Call Center Server calls for this CDN terminated under one of the following conditions:

- The call was given a Force Busy, Force Overflow, Force Disconnect, Route Call, or default treatment.
- (Networking option only) The call reached a non-ISDN trunk while being routed to a remote site.
- (Meridian 1 switch only) The call was transferred to an IVR queue.
- (Meridian 1 switch only) The call was networked out through an NACD queue.

**Type:** int

**Length:** 4

**CallsWithDigitsCollected**

**Description:** DMS switch only. The number of calls that received IVR treatment and arrived at this CDN accompanied by data collected during the IVR session.

**Type:** int

**Length:** 4

**CDN**

**Description:** A unique number to identify a CDN, which is assigned by the server when the CDN is added.

**Type:** varchar

**Length:** 7

**CDNName**

**Description:** The name of the CDN, as defined on the CDN Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

# DNISStat views

## Introduction

Dialed Number Identification Service (DNIS) statistics provide summarized information on a per-DNIS basis. These statistics provide a means of monitoring the call traffic and call handling for each DNIS.

## Definition: DNIS

DNIS is an optional service that allows you to identify the dialed number for calls coming in to the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

## Requirements

- Define DNISs on the Symposium Call Center Server.
- Configure the server to collect DNIS statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all DNISs; you cannot configure the system to collect statistics for selected DNISs.

## Database views

- iDNISStat
- dDNISStat
- wDNISStat
- mDNISStat

## Field descriptions

### CallsAbandoned

**Description:** The number of local and incoming network Symposium Call Center Server calls abandoned for a DNIS number.

**Type:** int

**Length:** 4

### CallsAbandonedAftThreshold

**Description:** The number of local and incoming network Symposium Call Center Server calls abandoned that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

### CallsAbandonedDelay

**Description:** The total wait time experienced by all local and incoming network Symposium Call Center Server calls abandoned for a DNIS number.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

**CallsAnswered**

**Description:** The number of local and incoming network Symposium Call Center Server calls answered for a DNIS number.

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

**CallsAnsweredAftThreshold**

**Description:** The number of local and incoming network Symposium Call Center Server calls answered that experienced a delay greater than or equal to the service level threshold for the DNIS number. You define the service level threshold on the DNIS Properties property sheet.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

**Description:** The wait time experienced by all local and incoming network Symposium Call Center Server calls answered for a DNIS number.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

**CallsGivenDefault**

**Description:** The number of local and incoming network Symposium Call Center Server calls given default treatment for a DNIS number.

**Type:** int

**Length:** 4

**CallsGivenForceBusy**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Force Busy treatment for a DNIS number.

**Triggers:** This statistic is pegged when the Give Busy script command is executed.

**Type:** int

**Length:** 4

**CallsGivenForceDisconnect**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Force Disconnect treatment for a DNIS number.

**Triggers:** This statistic is pegged when the Disconnect script command is executed.

**Type:** int

**Length:** 4

**CallsGivenForceOverflow**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Force Overflow treatment for a DNIS number.

**Triggers:** This statistic is pegged when the Give Overflow script command is executed.

**Type:** int

**Length:** 4

**CallsGivenRouteTo**

**Description:** The number of local and incoming network Symposium Call Center Server calls given Route Call treatment for a DNIS number.

**Triggers:** This statistic is pegged when the Route Call script command is executed.

**Type:** int

**Length:** 4

**CallsNACDOut**

**Description:** Meridian 1 switch only. The number of local Symposium Call Center Server calls networked out through an NACD queue and answered at remote sites.

**Type:** int

**Length:** 4

**CallsNetworkedOut**

**Description:** Networking option only. The number of local Symposium Call Center Server calls that were routed to a remote site and answered or abandoned.

**Type:** int

**Length:** 4

**CallsOffered**

**Description:** The number of local and incoming network Symposium Call Center Server calls offered to this server with this DNIS number.

**Triggers:** Calls are pegged upon arrival.

**Type:** int

**Length:** 4

**CallsReachNonISDN**

**Description:** Networking option only. The number of local Symposium Call Center Server calls that reached a non-ISDN trunk while being routed to a remote site.

**Restriction:** If a call encounters a non-ISDN trunk while it is being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is terminated.

**Type:** int

**Length:** 4

### DNIS

**Description:** A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

**Type:** varchar

**Length:** 16

### DNISName

**Description:** The name of a DNIS, as defined on the DNIS Properties property sheet.

**Type:** varchar

**Length:** 30

### IVRTransferred

**Description:** Meridian 1 switch only. The number of local and incoming network Symposium Call Center Server calls transferred from an IVR session for a DNIS number.

**Type:** int

**Length:** 4

### MaxAbandonedDelay

**Description:** The wait time experienced by the local or incoming network Symposium Call Center Server call that waited the longest before being abandoned.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** smallint

**Length:** 2

**MaxAnsweredDelay**

**Description:** The wait time experienced by the local or incoming network call that waited the longest before being answered.

**Triggers:** For local Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** smallint

**Length:** 2

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time spent by all agents on local and incoming network Symposium Call Center Server calls for a DNIS number, including hold time.

**Triggers: Meridian 1 switch:** The call is pegged when the caller hangs up or the agent releases the call. **DMS switch:** The time is pegged when the agent releases the call.

**Pegging:** Talk time is pegged at the end of the interval (for calls that are active at the end of an interval), and when the call terminates.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

# IVRPortStat views

## Introduction

Meridian 1 switch only. Interactive Voice Response (IVR) port—or voice port—statistics provide summarized performance measurement information on a per-IVR port basis. These statistics provide a means of monitoring the usage of the specific ports.

## Requirements

- Define voice ports on the Symposium Call Center Server.
- Configure the server to collect IVR port statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

## Restrictions

IVR statistics may not be available if a third-party IVR application is used instead of a Meridian Mail application.

## Database views

- iIVRPortStat
- dIVRPortStat
- wIVRPortStat
- mIVRPortStat

## Field descriptions

### CallsAnswered

**Description:** The number of calls answered by this IVR port.

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

### CallsConferenced

**Description:** The number of calls conferenced out from this IVR port.

**Pegging: Type:** int

**Length:** 4

### CallsTransferred

**Description:** The number of calls transferred out from this IVR port.

**Pegging: Type:** int

**Length:** 4

### IVRPortID

**Description:** A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

**Type:** varchar

**Length:** 30

### IVRPortName

**Description:** The name of the IVR port, as defined on the Voice Port Properties property sheet.

**Type:** varchar

**Length:** 30

**IVRQueueID**

**Description:** A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

**Type:** varchar

**Length:** 7

**IVRQueueName**

**Description:** The name of the IVR queue, as defined on the IVR ACD-DN Properties property sheet.

**Type:** varchar

**Length:** 30

**LoggedInTime**

**Description:** The total time the IVR port is logged in.

**Type:** int

**Length:** 4

**NotReadyTime**

**Description:** The total time spent by the IVR port in the Not Ready state.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**TalkTime**

**Description:** The total time the IVR port is in use.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

**WaitingTime**

**Description:** The total time the IVR port is idle.

**Type:** int

**Length:** 4

## Linkages with other views

You can link IVR port statistics to other views to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

**Note:** You must specify both of these fields as your linkage key, in the specified order.

| If you are generating a custom report using | THEN the linkage key data fields are |
|---|---|
| IVRStat | Timestamp<br>IVRQueueID |

# IVRStat views

## Introduction

Meridian 1 switch only. Interactive Voice Response (IVR) statistics provide summarized performance measurement information on a per-IVR queue (IVR ACD-DN) basis. These statistics provide a way to monitor the usage of the port resources of an IVR queue.

## Requirements

- Define IVR ACD-DNs on the Symposium Call Center Server.
- Configure the server to collect IVR queue statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all IVR queues; you cannot configure the system to collect statistics for selected IVR queues.

## Restrictions

IVR statistics may not be available if you use a third-party IVR application instead of Meridian Mail.

## Database views

- iIVRStat
- dIVRStat
- wIVRStat
- mIVRStat

## Field descriptions

### CallsAnswered

**Description:** The number of calls answered by this IVR queue.

**Pegging:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

### CallsAnsweredAftThreshold

**Description:** The number of calls answered that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

**Type:** int

**Length:** 4

### CallsAnsweredDelay

**Description:** The total wait time experienced by all the calls answered.

**Triggers:** The delay begins once a call enters the IVR queue.

**Type:** int

**Length:** 4

### CallsConferenced

**Description:** The number of calls conferenced out during an IVR session.

**Type:** int

**Length:** 4

### CallsNotTreated

**Description:** The number of calls abandoned or pulled back while waiting in this IVR queue.

**Type:** int

**Length:** 4

**CallsNotTreatedAftThreshold**

**Description:** The number of calls abandoned or pulled back that experienced a delay greater than or equal to the service level threshold for the threshold class to which the IVR ACD-DN belongs.

**Triggers:** The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

**Type:** int

**Length:** 4

**CallsNotTreatedDelay**

**Description:** The total wait time experienced by all the calls abandoned or pulled back from an IVR queue.

**Triggers:** The delay begins once a call is queued against the IVR queue and ends when the call is abandoned or pulled back.

**Type:** int

**Length:** 4

**CallsOffered**

**Description:** The number of calls offered to this IVR queue.

**Type:** int

**Length:** 4

**CallsTransferred**

**Description:** The number of calls transferred out during an IVR session.

**Type:** int

**Length:** 4

**IVRAbandoned**

**Description:** The number of calls abandoned while connected to this IVR port.

**Type:** smallint

**Length:** 2

**IVRCompleted**

**Description:** The number of calls connected to this IVR port for which the IVR session completed successfully.

**Type:** smallint

**Length:** 2

**IVRInterrupted**

**Description:** The number of calls connected to this IVR port for which the IVR session was interrupted by a script command.

**Type:** smallint

**Length:** 2

**IVRQueueID**

**Description:** A unique number to identify an IVR queue, which is assigned by the server when the IVR ACD-DN is defined.

**Type:** varchar

**Length:** 7

**IVRQueueName**

**Description:** The name of the IVR queue, defined on the IVR ACD-DN Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

## Linkages with other statistics groups

You can link IVR statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

**Note:** You must specify both of these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data fields are |
|---|---|
| IVRPortStat | Timestamp<br>IVRQueueID |

# NetworkInCallStat views

## Introduction

Networking option only. Network call statistics provide information that can be used to monitor call distribution and handling in a network environment. They record statistics for all incoming network calls received at a server.

**Notes:**

- Network statistics only report on calls that are controlled by the server (that is, Symposium Call Center Server calls). They do not report on ACD or NACD calls.
- In these statistics, the local site is the destination site.

## Requirements

- Configure the server to collect network call statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all applications; you cannot configure the system to collect statistics for selected applications.

## Restrictions

Network call statistics generated on the server are collected on the destination site only. To report on network call handling at all sites, you must generate a network-wide report from the Network Control Center (NCC).

## Database views

- iNetworkInCallStat
- dNetworkInCallStat
- wNetworkInCallStat
- mNetworkInCallStat

## Field descriptions

### CallsAbandoned

**Description:** The number of incoming network calls abandoned at the local site.

**Type:** int

**Length:** 4

### CallsAbandonedAftThreshold

**Description:** The number of incoming network calls abandoned at the local site after a wait greater than or equal to the service level threshold for the application.

**Type:** int

**Length:** 4

### CallsAbandonedDelay

**Description:** The total wait time experienced by all incoming network calls abandoned at the local site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the local site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

### CallsAbandonedDelayAtDest

**Description:** The total wait time experienced at the local site by all incoming network calls abandoned at the local site.

**Triggers:** Delays begin when the Master_Script is initiated and end when the call is abandoned at the local site.

**Type:** int

**Length:** 4

**CallsAnswered**

**Description:** The number of incoming network calls answered at the local site.

**Type:** int

**Length:** 4

**CallsAnsweredAftThreshold**

**Description:** The number of incoming network calls answered at the local site after a wait greater than or equal to the service level threshold for the application. The delay begins when a call enters the local site. The service level threshold is set during system configuration of the local site.

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

**Description:** The total wait time experienced by all incoming network calls answered at the local site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered at the local site.

**Note:** The delay time includes any time that the caller spends going through menus and listening to announcements before being queued to a skillset.

**Type:** int

**Length:** 4

**CallsAnsweredDelayAtDest**

**Description:** The total wait time experienced at the local site by all incoming network calls answered at the local site.

**Triggers:** Delays begin when the call is queued to the local site and end when the call is answered at the local site.

**Type:** int

**Length:** 4

**CallsOffered**

**Description:** The number of incoming network calls offered to the local site.

**Type:** int

**Length:** 4

**DstApplication**

**Description:** The name of the destination application. This is always "Network_Script."

**Type:** varchar

**Length:** 30

**DstApplicationID**

**Description:** A unique number that identifies the Network_Script application.

**Type:** int

**Length:** 4

**DstSite**

**Description:** The name of the local Symposium Call Center Server site, as defined on the NCC.

**Type:** varchar

**Length:** 30

**DstSiteID**

**Description:** The unique identifier for the local Symposium Call Center Server site, as assigned when the site is defined on the NCC.

**Type:** int

**Length:** 4

**MaxAbandonedDelay**

**Description:** The wait time experienced by the incoming network call that waited the longest before being abandoned at the local site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is abandoned at the local site.

**Type:** smallint

**Length:** 2

**MaxAbandonedDelayAtDest**

**Description:** The wait time experienced by the call that waited the longest at the local site before being abandoned.

**Triggers:** Delays begin when a call is logically queued to the local site and end when the call is abandoned.

**Type:** smallint

**Length:** 2

**MaxAnsweredDelay**

**Description:** The total wait time experienced by all calls answered at the local site.

**Triggers:** Delays begin when the Master_Script is initiated at the source site and end when the call is answered at the local site.

**Type:** smallint

**Length:** 2

**MaxAnsweredDelayAtDest**

**Description:** The wait time experienced by the call that waited the longest at the local site before being answered.

**Triggers:** Delays begin when a call is logically queued to the local site and end when the call is answered.

**Type:** smallint

**Length:** 2

**SrcApplication**

**Description:** The name of the source application, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

**SrcApplicationID**

**Description:** A unique number to identify the source application, which is assigned by the server when the application is added.

**Type:** int

**Length:** 4

**SrcSite**

**Description:** The name of the source Symposium Call Center Server site, as assigned when the site is defined on the NCC.

**Type:** varchar

**Length:** 30

**SrcSiteID**

**Description:** The unique identifier for the source Symposium Call Center Server site where a call originated.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged, in local (destination) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

## Linkages with other statistics groups

You can link network call statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which network call statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>ApplicationID |
| AgentByApplicationStat | Timestamp<br>ApplicationID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkOutStats | Timestamp<br>ApplicationID |

# NetworkOutStat views

## Introduction

Networking option only. Network outcall statistics provide summarized performance measurement information based on the origination and destination of a call. They record statistics for all calls networked out from your server.

**Note:** In these statistics, the local site is the source site.

## Requirements

- Configure the server to collect network outcall statistics (see the *Administrator's Guide*).

## Restrictions

At each Symposium Call Center Server site, the historical network call statistics are only collected against the local site. These statistics contain network call traffic and handling information for calls for which the local site is the source.

## Database views

- iNetworkOutStat
- dNetworkOutStat
- wNetworkOutStat
- mNetworkOutStat

## Field descriptions

### CallsAbandoned

**Description:** The number of calls abandoned at the destination site.

**Type:** int

**Length:** 4

### CallsAbandonedDelayAtDest

**Description:** The total wait time experienced at the destination site by all calls from the local site that were abandoned at the destination site.

**Triggers:** Delays begin when the call is queued to the destination site and end when the call is abandoned.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of calls answered by an agent, answered by IVR, or terminated at the destination site.

**Note:** A call is pegged as answered if, when it arrives at the destination site, the reserved agent logs out or becomes unavailable and it receives one of the following treatments:

- Disconnect
- Route
- Give RAN
- Give IVR
- Give Music

**Type:** int

**Length:** 4

### CallsAnsweredDelayAtDestination

**Description:** The total wait time experienced at the destination site by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.

**Triggers:** Delays begin when the call is queued to the destination site and end when the call is answered.

**Type:** int

**Length:** 4

### CallsOffered

**Description:** The number of calls offered to the destination site.

**Type:** int

**Length:** 4

### DstApplication

**Description:** The name of the destination application (this is always "Network_Script").

**Type:** varchar

**Length:** 30

### DstApplicationID

**Description:** A unique number to identify the destination application.

**Type:** int

**Length:** 4

### DstSite

**Description:** The name of the destination Symposium Call Center Server site, as defined when the site is configured on the NCC.

**Type:** varchar

**Length:** 30

**DstSiteID**

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**MaxCallsAbandonedDelay**

**Description:** The wait time experienced by the call originating at the local site that waited the longest before being abandoned at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.

**Type:** smallint

**Length:** 2

**MaxCallsAbandonedDelayAtDest**

**Description:** The wait time experienced by the call originating at the local site that waited the longest at the destination site before being abandoned.

**Triggers:** Delays begin when the call is queued to the destination site and end when the call is abandoned.

**Type:** smallint

**Length:** 2

**MaxCallsAnsweredDelay**

**Description:** The wait time experienced by the call originating at the local site that waited the longest before being answered by an agent, answered by IVR, or terminated at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is answered.

**Type:** smallint

**Length:** 2

**MaxCallsAnsweredDelayAtDest**

**Description:** The wait time experienced by the call originating at the local site that waited the longest at the destination site before being answered by an agent, answered by IVR, or terminated.

**Triggers:** Delays begin when the call is logically queued to the destination site and end when the call is answered.

**Type:** smallint

**Length:** 2

**SrcApplication**

**Description:** The name of the source application.

**Type:** varchar

**Length:** 30

**SrcApplicationID**

**Description:** A unique number to identify the source application, assigned by the server when the application is defined.

**Type:** int

**Length:** 4

**SrcSite**

**Description:** The name of the local Symposium Call Center Server site, as defined when the site is defined on the NCC.

**Type:** varchar

**Length:** 30

**SrcSiteID**

**Description:** The unique identifier for a source Symposium Call Center Server site where a call originated, as assigned when the site is defined on the NCC.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged in local (source) site time. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 5

**TotalCallsAbandonedDelay**

**Description:** The total wait time experienced by all calls from the local site that were abandoned at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is abandoned.

**Type:** int

**Length:** 4

**TotalCallsAnsweredDelay**

**Description:** The total wait time experienced by all calls from the local site that were answered by an agent, answered by IVR, or terminated at the destination site.

**Triggers:** Delays begin when the Master_Script is initiated at the local site and end when the call is answered.

**Type:** int

**Length:** 4

## Linkages with other statistics groups

You can link network outcall statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which network outcall statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify all these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>ApplicationID |
| AgentByApplicationStat | Timestamp<br>ApplicationID |
| ApplicationStat | Timestamp<br>ApplicationID |
| SkillsetStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |

# RANMusicRouteStat views

## Introduction

RAN and music route statistics provide summarized resource usage information for each RAN and music route.

## Requirements

- Define RAN and music routes codes on the Symposium Call Center Server.
- Configure the server to collect music and route statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all music and RAN routes; you cannot configure the system to collect statistics for selected routes.

## Database views

- iRANMusicRouteStat
- dRANMusicRouteStat
- wRANMusicRouteStat
- mRANMusicRouteStat

## Field descriptions

### RouteAccess

**Description:** The number of times a music or RAN route was accessed. Each time the route is accessed by a single call, this statistic is incremented.

**Type:** int

**Length:** 4

### RouteAccessTime

**Description:** The total time a music or RAN route was in use.

**Type:** int

**Length:** 4

**RouteID**

**Description:** A unique number to identify a music or RAN route, which is assigned by the server when the route is defined.

**Type:** int

**Length:** 4

**RouteName**

**Description:** The name of the music or RAN route, as defined on the Music/ RAN Route Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

### Timestamp

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

# RouteStat views

## Introduction

Meridian 1 switch only. Route statistics provide summaries of all occurrences of all trunks busy (ATB) and network outcall blocked information on a per-route basis.

## Requirements

- Define routes on the Symposium Call Center Server.
- Configure the server to collect route statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all routes; you cannot configure the system to collect statistics for selected routes.

## Pegging

CallsBlockedByAllTrunksBusy statistics apply to multiple routes, and are therefore pegged against the Default_Route, 999.

## Database views

- iRouteStat
- dRouteStat
- wRouteStat
- mRouteStat

## Field descriptions

### AllTrunksBusy

**Description:** The number of times all trunks in this route were busy.

**Type:** int

**Length:** 4

**AllTrunksBusyTime**

**Description:** The total time all trunks in this route were busy.

**Type:** int

**Length:** 4

**CallsBlockedByAllTrunksBusy**

**Description:** Networking option only. The number of calls offered to the network through this route that were blocked because all trunks were busy.

**Pegging:** This field is only pegged against the Default_Route, 999.

**Type:** int

**Length:** 4

**CallsReachNonISDN**

**Description:** Networking option only. The number of calls that reached a non-ISDN trunk while being routed to a remote site through this route.

**Restriction:** If a call encounters a non-ISDN trunk while it is being networked to another Symposium Call Center Server site, the call information that normally travels with the call does not reach the destination site. This means the destination site cannot tell that the call came from the Symposium Call Center Server network. At the destination site, the networked call is treated as a new call. At the source site, the network call is treated as terminated.

**Type:** int

**Length:** 4

**RouteID**

**Description:** A unique number to identify a route, which is assigned by the server when the route is defined.

**Type:** int

**Length:** 4

**RouteName**

**Description:** The name of the route, as defined on the Route Properties property sheet.

**Type:** varchar

**Length:** 30

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

## Linkages with other statistics groups

You can link route statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

**Note:** You must specify both of these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data fields are |
|---|---|
| TrunkStat | Timestamp<br>RouteID |

# SkillsetStat views

## Introduction

A skillset is a group of skills, such as level of expertise in a certain area, to which an agent is assigned. Agents can be assigned up to 50 skillsets. Skillset statistics provide summarized performance information based on a combination of skillset and application call information. Statistics are pegged against a combination of skillset and application.

## Requirements

- Configure the server to collect skillset statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all skillsets; you cannot configure the system to collect statistics for selected skillsets.

## Pegging

Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset, or the Agent Queue To skillset (if the call was queued to a specific agent). Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

The following statistics are applicable to multiple applications, and are therefore pegged against the System_Application:

- ActiveTime
- AllAgentBusyTime
- TotalStaffedTime

## Database views

- iSkillsetStat
- dSkillsetStat
- wSkillsetStat
- mSkillsetStat

## Field descriptions

### ActiveTime

**Description:** The amount of time a skillset is in service. A skillset is in service when it is not in Out of Service mode and at least one agent is logged in.

**Pegging:** This field is only pegged against the System_Application.

**Type:** int

**Length:** 4

### AllAgentBusyTime

**Description:** The total time that all agents assigned this skillset were busy with calls or no agents were logged in.

**Pegging:** This field is only pegged against the System_Application.

**Type:** int

**Length:** 4

### Application

**Description:** The name of the application to which this skillset is assigned, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

### ApplicationID

**Description:** A unique number to identify an application, which is assigned by the server when the application is added.

**Type:** int

**Length:** 4

### CallsAnswered

**Description:** The number of local and incoming network Symposium Call Center Server, ACD, and NACD calls answered for this skillset.

**Triggers:** Calls are pegged upon answer.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application (depending on the location of the call in the system) and against the answering skillset. Incoming networked Symposium Call Center Server calls are pegged against the Network_Script application. ACD calls are pegged against the ACD_DN_Application and either the skillset to which this ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_ACD_Skillset. NACD calls are pegged against the NACD_DN_Application and either the skillset to which this Network ACD-DN is mapped on the General – Skillset Properties property page (if defined) or the Default_NACD_Skillset.

**Restriction:** This statistic does not include DN calls handled by agents assigned to this skillset.

**Type:** int

**Length:** 4

### CallsAnsweredAfterThreshold

**Description:** The number of local and incoming network Symposium Call Center Server calls answered after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

**Triggers:** Delays begin when the call is queued at the skillset and end when the call is answered.

**Restriction:** This statistic does not include ACD and NACD calls because delay statistics are not available for these types of calls.

**Type:** int

**Length:** 4

### CallsAnsweredDelay

**Description:** The wait time experienced by all local and incoming network Symposium Call Center Server calls answered for this skillset.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

**Triggers:** Delays begin when the call is queued at the skillset and end when it is answered. If a call is requeued to the same skillset, the delay begins when the call is first queued.

**Restriction:** This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

**Type:** int

**Length:** 4

### CallsOffered

**Description:** The number of Symposium Call Center Server calls offered to this skillset. This statistic is not incremented if the same call is offered to this skillset again.

**Triggers:** Calls are pegged against the Master_Script application upon arrival, and against a primary application when the Master_Script application hands over control.

**Note:** If a call is offered to multiple skillsets, this statistic is pegged multiple times.

**Type:** int

**Length:** 4

### MaxAnsweredDelay

**Description:** The wait time experienced by the local or incoming network Symposium Call Center Server call that waited the longest before being answered.

**Pegging:** Local Symposium Call Center Server calls are pegged against the Master_Script or primary application, depending on the location of the call in the system, and against the answering skillset. Incoming network Symposium Call Center Server calls are pegged against the Network_Script application and against the answering skillset.

**Restriction:** This statistic does not include ACD and NACD calls, because delay statistics are not available for these types of calls.

**Type:** smallint

**Length:** 2

### MaxSkillsetAbandonedDelay

**Description:** The wait time experienced by the local or incoming network Symposium Call Center Server call queued to this skillset that waited the longest before being abandoned.

**Triggers:** The delay begins when a call is queued to the skillset.

**Type:** smallint

**Length:** 2

### NetCallsAnswered

**Description:** Networking option only. The number of incoming network Symposium Call Center Server calls answered for this skillset.

**Pegging:** Incoming network Symposium Call Center Server calls are pegged against the Network_Script application.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the General – Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

**SkillsetAbandoned**

**Description:** The number of Symposium Call Center Server calls abandoned for this skillset. This statistic does not include calls abandoned while ringing at an agent phoneset.

**Type:** int

**Length:** 4

**SkillsetAbandonedDelay**

**Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned for this skillset.

**Triggers:** The delay begins when the call is queued to this skillset and ends when the call is abandoned.

**Type:** int

**Length:** 4

**SkillsetAbandonedAftThreshold**

**Description:** The number of Symposium Call Center Server calls abandoned for this skillset after a wait greater than or equal to the service level threshold for the threshold class to which the skillset belongs.

**Type:** int

**Length:** 4

**SkillsetID**

**Description:** A unique number to identify a skillset, which is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** int

**Length:** 4

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

**TotalStaffedTime**

**Description:** The amount of login time for all agents belonging to this skillset.

**Pegging:** This field is only pegged against the System_Application.

**Triggers:** The login time begins when an agent logs in to the skillset or is reassigned (while logged in) to the skillset and ends when the agent logs out or is reassigned out of the skillset.

**Type:** int

**Length:** 4

## Linkages with other statistics groups

You can link skillset statistics to other statistics groups to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the statistics groups to which skillset statistics can be linked, as well as the data fields used as linkage keys.

**Note:** You must specify both of these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data field is |
|---|---|
| ActivityCodeStat | Timestamp<br>ApplicationID |
| AgentByApplicationStat | Timestamp<br>ApplicationID |
| AgentBySkillsetStat | Timestamp<br>SkillsetID |
| ApplicationStat | Timestamp<br>ApplicationID |
| NetworkInCallStat | Timestamp<br>ApplicationID |
| NetworkOutStat | Timestamp<br>Application ID |

# TrunkStat views

## Introduction

Meridian 1 switch only. Trunk statistics provide summarized trunk resource usage information. These statistics provide a way to monitor call traffic with available trunk resources.

## Requirements

- Define the routes to which the trunks belong on the Symposium Call Center Server.
- Configure the server to collect trunk statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all trunks; you cannot configure the system to collect statistics for selected trunks.

## Database views

- iTrunkStat
- dTrunkStat
- wTrunkStat
- mTrunkStat

## Field descriptions

### CallsAbandoned

**Description:** The number of Symposium Call Center Server calls abandoned while waiting on this trunk.

**Type:** int

**Length:** 4

**CallsAbandonedDelay**

**Description:** The total wait time experienced by Symposium Call Center Server calls that were abandoned.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

**CallsAnswered**

**Description:** The number of Symposium Call Center Server calls answered.

**Triggers:** Calls are pegged upon answer.

**Type:** int

**Length:** 4

**CallsAnsweredDelay**

**Description:** The total wait time experienced by all Symposium Call Center Server calls that came in through a trunk.

**Triggers:** For local and outgoing network Symposium Call Center Server calls, delays begin when the Master_Script is initiated. For incoming network calls, delays begin when the call is logically queued to this site.

**Type:** int

**Length:** 4

**CallsOffered**

**Description:** The number of Symposium Call Center Server calls offered to this trunk.

**Triggers:** Calls are pegged upon arrival.

**Type:** int

**Length:** 4

**OccupancyTime**

**Description:** The total time the trunk was occupied with Symposium Call Center Server calls.

**Triggers:** Occupancy times begin when the Master_Script is initiated at the source site and end when the call ends.

**Type:** int

**Length:** 4

**Route**

**Description:** The name of the route, as defined on the Route Properties property sheet.

**Type:** varchar

**Length:** 30

**RouteID**

**Description:** A number that identifies the route to which the trunk belongs, which is assigned by the server when the route is defined.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 5

**Timestamp**

**Description:** The date and time when the data was pegged. For more information about the format of the time stamp in interval, daily, weekly, or monthly views, see “Overview of summarized historical statistics” on page 58.

**Type:** smalldatetime

**Length:** 4

**TrunkID**

**Description:** A unique number to identify the trunk within the route, as defined on the switch.

**Type:** int

**Length:** 4

## Linkages with other views

You can link trunk statistics to other views to generate customized reports. For more information, see “View linkages” on page 61.

The following table shows the views to which application statistics can be linked, as well as the data fields used as a linkage key.

**Note:** You must specify both of these fields as your linkage key, in the specified order.

| IF you are generating a custom report using | THEN the linkage key data fields are |
|---|---|
| RouteStat | Timestamp<br>RouteID |

# Section B: Event statistics

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# Overview of event statistics

## Introduction

Event statistics are collected on a per-event basis rather than accumulated over a period of time.

## Database views

Event statistics are accessible through database views. A database view is a logical representation of the database, which is used to organize information in the database for your use.

## Data collection option

When you configure Historical Statistics Collection, you can choose whether to collect each of the following types of event statistics:

- agent login and logout statistics
- call-by-call statistics
- IVR port login and logout statistics

You can enable or disable the data collection option at any time while the system is running.

## When statistics are cumulated

Event statistics are cumulated as the events occur and written to the database at the end of each pegging interval (that is, every 15 minutes).

# eAgentLoginStat view

## Introduction

Agent login and logout statistics provide detailed information about the distribution of an agent's time during work hours. They show the amount of time spent on events such as Login, Logout, Walkaway, and Return from walkaway.

## Requirements

- Configure the server to collect agent login statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all agents; you cannot configure the system to collect statistics for selected agents.

## Database view

- eAgentLoginStat

## Field descriptions

### AgentGivenName

**Description:** The first or given name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### AgentLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

### AgentSurName

**Description:** The last or surname of the agent, as defined on the General –User Properties property page.

**Type:** varchar

**Length:** 64

### Duration

**Description:** For events of type logout, the time between first login (or, if the first event of the day is *not* login, 12:00 a.m. that morning) and the last logout of the day (or if the last event of the day is *not* logout, 12:00 a.m. that night).

For events of type walkaway, the amount of time the agent was in the Walkaway state.

For all other event types, this field contains zeros.

**Type:** int

**Length:** 4

### Event Type

A unique identifier for an agent event.

**Valid values:**

- LI (Login)
- LO (Logout)
- WW (Walkaway)
- RT (Return from walkaway)

**Type:** char

**Length:** 2

### PositionID

**Description:** A unique identifier for the agent's position ID, as received from the switch.

**Type:** int

**Length:** 4

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time of the event.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the data was pegged.

**Type:** datetime

**Length:** 8

**UserID**

**Description:** A unique identifier for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

# eCallbyCallStat views

## Introduction

Call-by-call statistics provide detailed information on a per-call event basis. These statistics enable you to trace a Symposium Call Center Server call from beginning to end regardless of the number of treatments being applied to it. It also provides a means of monitoring the performance of a specified agent, application, or skillset.

## Requirements

- Configure the server to collect call-by-call statistics, and select the applications for which statistics will be collected (see the *Administrator's Guide*).

## Restrictions

The amount of data generated for call-by-call statistics is very large; therefore, the time required to generate a report using call-by-call statistics is much greater than the time required to generate a report using summarized statistics.

## Database view

- eCallByCallStatYYYYMMDD

## Field descriptions

### AssociatedData

**Description:** Associated data is information associated with a specific event, such as

- the other extension, trunk ID (on the Meridian 1 switch), or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

**Type:** varchar

**Length:** 40

### CallEvent

**Description:** A unique identifier for the type of call event.

**Type:** int

**Length:** 4

### CallEventName

**Description:** The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 193.

**Type:** varchar

**Length:** 80

### CallID

**Description:** A unique number that identifies a local or network call, which is assigned by the server.

**Note:** SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

**Type:** int

**Length:** 4

### Destination

**Description:** The location where a call was directed during an event. The destination can be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

### EventData

**Description:** The information related to or generated by this event. The data could be a PIN entered by the caller in response to the collect digits command; an ANI, CLID, site ID, or activity code; or reasons for the event.

**Type:** varchar

**Length:** 40

### NodeID

**Description:** (DMS switch only) A unique identifier for the switch.

**Type:** varchar

**Length:** 40

### Site

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

### SiteID

**Description:** A unique number that identifies the switch on the network, as received from the switch.

**Note:** SQL does not support signed integers. Therefore, site IDs might appear negative in the database views.

**Type:** int

**Length:** 4

**Source**

**Description:** The location of this call before this event occurred. The source could be identified by a dialed number, trunk ID, agent ID, skillset name, application name, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

**TelsetLoginID**

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the data was pegged.

**Type:** datetime

**Length:** 8

## Call events

The following table lists the call event types and the field contents for each one.

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| ACD Call Answered | ACD DN | agent ID | NULL | NULL |
| ACD Call On Hold (Meridian 1 switch) | NULL | NULL | NULL | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| ACD Call Released | NULL | NULL | NULL | NULL |
| ACD Call Restored | NULL | NULL | NULL | NULL |
| Application Interflowed | source application ID | destination application ID | NULL | NULL |
| Call Answered At IVR Queue (Meridian 1 switch) | NULL | IVR queue ID + IVR port ID | NULL | NULL |
| Call Block By ATB (Networking option) | route ID | NULL | NULL | NULL |
| Call Conferenced | source agent ID | target agent ID | intercall ID | time conference complete minus time conference start |
| Call Conferenced At IVR Queue (Meridian 1) | IVR port ID | NULL | NULL | NULL |
| Call Consult Initiated (Meridian 1 switch) | NULL | NULL | intercall ID | dialed number |
| Call Data (DMS switch) | NULL | NULL | call data | CDN |
| Call Entered IVR Queue (Meridian 1 switch) | application ID | IVR queue ID | NULL | NULL |
| Call Not Treated At IVR Queue (Meridian 1 switch) | IVR queue ID | NULL | NULL | NULL |
| Call On Hold | NULL | NULL | NULL | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Call On Hold At IVR Port (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Call Presented | NULL | agent ID | NULL | NULL |
| Call PriorityChanged At NACD queue | NACD DN | NULL | new priority | NULL |
| Call Priority Changed At Skillset | skillset ID | NULL | new call priority | NULL |
| Call Removed From NACD (Meridian 1 switch) | NACD DN | NULL | NULL | NULL |
| Call Restored | NULL | NULL | NULL | NULL |
| Call Restored At IVR Port | IVR port ID | NULL | NULL | NULL |
| Call Terminated At IVR Queue (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Call Transferred | source agent ID | target agent ID | intercall ID | time transfer complete minus time transfer start |
| Call Transferred At IVR Queue (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Dequeued From Network Skillset (Networking option) | skillset ID | NULL | NULL | dequeue reason |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Dequeued From Skillset | skillset ID | NULL | call priority | “dequeue reason + queue time duration; reason can be one of the following: ABANDONED, PRESENTED, SK_SET_OUT_OF_SERVICE, CANCELLED, NET_NODE_BLOCKED, NET_ALREADY_SERVICED and UNKNOWN” |
| Digit Collection (DMS switch) | NULL | NULL | NULL | NULL |
| Digit Collection Ended | NULL | NULL | digits collected | duration time |
| DN Call Answered | calling number | NULL | DN call type (int or ext) | NULL |
| DN Call Initiated | NULL | dialed number | DN call type (int or ext) | NULL |
| DN Call On Hold | NULL | NULL | NULL | NULL |
| DN Call Released | NULL | NULL | NULL | NULL |
| DN Call Restored | NULL | NULL | NULL | NULL |
| Give Broadcast | application ID | IVR queue ID | NULL | NULL |
| Give Broadcast Completed | application ID | IVR queue ID | NULL | duration time |
| Give Default | application ID | NULL | NULL | default CDN |
| Give Force Busy | application ID | NULL | NULL | NULL |
| Give Force Disconnect | application ID | NULL | NULL | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Give Force Overflow | application ID | NULL | NULL | NULL |
| Give IVR | application ID | NULL | IVR queue ID | NULL |
| Give Music | application ID | route ID | NULL | NULL |
| Give Music Completed | route ID | application ID | NULL | duration time |
| Give NACD | application ID | NACD DN | NULL | NULL |
| Give RAN | application ID | route ID | NULL | NULL |
| Give RAN Completed | route ID | application ID | NULL | duration time |
| Give Ringback | NULL | NULL | NULL | NULL |
| Give Route Call (Networking option) | application ID | NULL | NULL | NULL |
| Give Silence | NULL | NULL | NULL | NULL |
| Handed Over to Master Application | CDN | Application ID (if applicable) | “for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID””” | NULL |
| Handed Over to Network Script Application (Networking option) | CDN | Application ID | “for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””” | NULL |
| Host Response | NULL | NULL | Host Name | NULL |
| Local Call Abandoned | NULL | NULL | NULL | NULL |
| Local Call Answered | NULL | NULL | skillset ID | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Local Call Arrived | route ID + trunk ID | CDN | DNIS | CLID |
| Local Call NACD Out | NULL | destination site name | NULL | NULL |
| Local Call Networked Out (Networking option) | application ID | destination site name | NULL | NULL |
| Local Call Released | NULL | NULL | “for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF + intercall ID””” | NULL |
| NACD Call Answered | NACD DN | agent ID | NULL | NULL |
| NACD Call On Hold | NULL | NULL | NULL | NULL |
| NACD Call Released | NACD DN | Application ID (if applicable) | “for normal NACD call - ““NORM””; for transferred call - ““TRANF + intercall ID””” | NULL |
| NACD Call Restored | NULL | NULL | NULL | NULL |
| Network Call Abandoned (Networking option) | application ID | NULL | NULL | NULL |
| Network Call Answered (Networking option) | NULL | NULL | skillset ID | time answered minus time queued |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Network Call Arrived (Networking option) | route ID + trunk ID | CDN | DNIS | CLID |
| Network Call Dequeued (Networking option) | skillset ID | NULL | NULL | dequeue reason |
| Network Call Queued (Networking option) | remote application ID + remote site ID | skillset ID | local application ID | first time queued? YES or NO |
| Network Call Released (Networking option) | NULL | NULL | NULL | NULL |
| Network Out Call Abandoned At Remote Node (Networking option) | destination site name | NULL | NULL | time abandoned minus time arrived |
| Network Out Call Answered At Remote Node (Networking option) | destination site name | NULL | NULL | time answered minus time arrived |
| Network Out Call Reached Non ISDN (Networking option) | route ID | NULL | NULL | NULL |
| Network Out Call Released At Remote Node (Networking option) | NULL | NULL | NULL | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Play Prompt (Meridian 1 switch) | NULL | NULL | NULL | voice file name + language ID |
| Play Prompt Ended (Meridian 1 switch) | NULL | NULL | NULL | duration time |
| Query Host Info | NULL | NULL | Host Name | NULL |
| Queued To Agent | Application ID (if applicable) | agent ID | call priority | NULL |
| Queued To Network Skillset | application name | remote site name and skillset name | NULL | first time queued? YES or NO |
| Queued To Skillset | Application ID (if applicable) | skillset ID | call priority | first time queued? YES or NO |
| Returned From IVR (Meridian 1 switch) | IVR queue ID | application ID | NULL | NULL |
| Returned To Skillset | agent ID | NULL | return to queue reason | NULL |
| Send Info To Host | NULL | NULL | Host Name | NULL |
| Script Handed Off | source application ID | destination application ID | NULL | NULL |

# eIVRPortLoginStat view

## Introduction

Interactive Voice Response (IVR) port—or voice port—login and logout statistics provide detailed information on how an IVR port's time is distributed while in service and out of service.

## Requirements

- Define IVR ports on the Symposium Call Center Server.
- Configure the server to collect IVR port statistics (see the *Administrator's Guide*).

  **Note:** Statistics are collected for all IVR ports; you cannot configure the system to collect statistics for selected ports.

## Database view

- eIVRPortLoginStat

## Field descriptions

### Event Type

A unique identifier for an IVR port event.

**Valid values:**

- login (LI)
- logout (LO)

**Type:** char

**Length:** 2

**IVRPortID**

**Description:** A unique number to identify an IVR port, which is assigned by the server when the voice port is defined.

**Type:** varchar

**Length:** 30

**Site**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**Time**

**Description:** The time when the data was pegged.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the event occurred.

**Type:** datetime

**Length:** 8

# eNetCallByCallStat views

## Introduction

The eNetCallByCallStat views provide detailed information for call events that occurred at the destination site. The database for these statistics is located on the Network Control Center (NCC). These statistics, combined with call-by-call statistics, allow you to trace a network Symposium Call Center Server call during the selected interval.

**Notes:**

- To populate the eNetCallByCallStat view, the Symposium Call Center Server regularly copies data from the eCallByCallStat views at the destination server to the eNetCallByCallStat view at the NCC. If your servers are in different time zones, you can convert destination site times to source site times before writing them to the eNetCallByCallStat view. (To do so, ensure that Time Zone Relative to GMT is configured correctly in the parameters for each site.) This makes tracking a call easier.

  For example, a call might arrive at the source at 13:00:00 local time and be answered at the destination five seconds later, at 14:00:05 local time. If Time Zone Relative to GMT is configured correctly for both sites, the answer time is pegged as 13:00:05 in the eNetCallByCallStat view, and the events appear in chronological order, regardless of time zone.
- Server times are not synchronized automatically. If server times are unsynchronized, events may appear in the wrong order. For example, if the source site clock is several seconds behind the destination site clock, a call may arrive at the source site at 13:15:05 and be answered at the destination site at 13:14:57.

  Furthermore, if the administrator at the destination site wants to generate a report containing that call, he or she might request a report for the interval from 13:00 to 13:15. However, the call will not appear in the report. It will be included in reports for the interval during which it was networked out from the source site (that is, 13:15 to 13:30).
- Changing the Time Zone Relative to GMT for a site (for example, for a change to or from daylight savings time) affects pegging of calls that have been networked out but not answered. All events at the source site are

pegged with the old time, and all events at the destination site are pegged with the new time.

## Enabling network call-by-call statistics collection

To enable the collection of network call-by-call statistics for an application, configure the application for network call-by-call statistics collection at the source site (see the *Administrator's Guide*).

**Note:** Statistics are collected at the destination site, regardless of the configuration of call-by-call statistics collection at that site.

If you change the call-by-call statistics collection option at the source site, the change is effective only for calls arriving after the change is propagated through the network. Propagation can take several minutes.

## Restrictions

The amount of data generated for call-by-call statistics is very large, and the time required to generate a report using call-by-call statistics is much longer than the time required to generate a report using summarized statistics.

## Field descriptions

### Associated Data

**Description:** Associated data is information associated with a specific event, such as

- the other extension, trunk ID, or outside phone number associated with a call that was conferenced with another party, transferred to another party, or put on hold while another call was placed
- the DNIS number for an incoming call

**Type:** varchar

**Length:** 40

**CallEvent**

**Description:** A unique identifier for the type of call event.

**Type:** int

**Length:** 4

**CallEventName**

**Description:** The type of call event. For a complete list of call events that can be collected, refer to “Call events” on page 193.

**Type:** varchar

**Length:** 80

**CallID**

**Description:** A unique number to identify a network call, as assigned by the server.

**Note:** SQL does not support signed integers. Therefore, call IDs can appear negative in the database views.

**Type:** int

**Length:** 4

**Destination**

**Description:** The location where a call was directed during an event. The destination could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

**Type:** varchar

**Length:** 40

**EventData**

**Description:** The information related to or generated by this event. The data could be a PIN entered by the caller in response to the collect digits command; or an ANI, CLID, site ID, or activity code; or reasons for the event.

**Type:** varchar

**Length:** 40

### Site

**Description:** The name of the source Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

### Source

**Description:** The location of this call before this event occurred. The source could be identified by a dialed number, trunk ID, agent ID, skillset ID, application ID, IVR queue ID or name, or site ID, for example.

### SourceSiteID

**Description:** A unique number that identifies the switch on the network, as received from the switch.

**Note:** SQL does not support signed integers. Therefore, site IDs can appear negative in the database views.

**Type:** int

**Length:** 4

### TelsetLoginID

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

### Time

**Description:** The time when the event occurred. If Time Zone Relative to GMT is configured correctly for the source and destination sites, this time is in the time zone of the source site.

**Type:** char

**Length:** 8

**Timestamp**

**Description:** The date and time when the data was pegged. The time is in the time zone of the source site.

**Type:** datetime

**Length:** 8

## Call events

The following table lists the call event types and the field contents for each one.

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Call Answered At IVR Queue (Meridian 1 switch) | NULL | IVR queue ID + IVR port ID | NULL | NULL |
| Call Block By ATB | route ID | NULL | NULL | NULL |
| Call Conferenced | source agent ID | target agent ID | intercall ID | time conference complete minus time conference start |
| Call Conferenced At IVR Queue (Meridian 1) | IVR port ID | NULL | NULL | NULL |
| Call Consult Initiated (Meridian 1 switch) | NULL | NULL | intercall ID | dialed number |
| Call Entered IVR Queue (Meridian 1 switch) | application ID | IVR queue ID | NULL | NULL |
| Call Not Treated At IVR Queue (Meridian 1 switch) | IVR queue ID | NULL | NULL | NULL |
| Call On Hold | NULL | NULL | NULL | NULL |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Call On Hold At IVR Port (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Call Presented | NULL | agent ID | NULL | NULL |
| Call Priority Changed At Skillset | skillset ID | NULL | new call priority | NULL |
| Call Restored | NULL | NULL | NULL | NULL |
| Call Restored At IVR Port | IVR port ID | NULL | NULL | NULL |
| Call Terminated At IVR Queue (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Call Transferred | source agent ID | target agent ID | intercall ID | time transfer complete minus time transfer start |
| Call Transferred At IVR Queue (Meridian 1 switch) | IVR port ID | NULL | NULL | NULL |
| Dequeued From Network Skillset (Networking option) | skillset ID | NULL | NULL | dequeue reason |
| Digit Collection (DMS switch) | NULL | NULL | NULL | NULL |
| Digit Collection Ended | NULL | NULL | digits collected | duration time |
| Give Broadcast | application ID | IVR queue ID | NULL | NULL |
| Give Broadcast Completed | application ID | IVR queue ID | NULL | duration time |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Give Default | application ID | NULL | NULL | default CDN |
| Give Force Busy | application ID | NULL | NULL | NULL |
| Give Force Disconnect | application ID | NULL | NULL | NULL |
| Give Force Overflow | application ID | NULL | NULL | NULL |
| Give IVR | application ID | NULL | IVR queue ID | NULL |
| Give Music | application ID | route ID | NULL | NULL |
| Give Music Completed | route ID | application ID | NULL | duration time |
| Give NACD | application ID | NACD DN | NULL | NULL |
| Give RAN | application ID | route ID | NULL | NULL |
| Give RAN Completed | route ID | application ID | NULL | duration time |
| Give Ringback | NULL | NULL | NULL | NULL |
| Give Route Call | application ID | NULL | NULL | NULL |
| Give Silence | NULL | NULL | NULL | NULL |
| Handed Over to Network Script Application (Networking option) | CDN | Application ID | “for normal call - ““NORM””; for transferred/ conferenced call - ““TRANF/CONF””” | NULL |
| Host Response | NULL | NULL | Host Name | NULL |
| Network Call Abandoned | application ID | NULL | NULL | NULL |
| Network Call Answered | NULL | NULL | skillset ID | time answered minus time queued |
| Network Call Arrived | route ID + trunk ID | CDN | DNIS | CLID |

| Call Event | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|
| Network Call Dequeued | skillset ID | NULL | NULL | dequeue reason |
| Network Call Queued | remote application ID + remote site ID | skillset ID | local application ID | first time queued? YES or NO |
| Network Call Released | NULL | NULL | NULL | NULL |
| Play Prompt (Meridian 1 switch) | NULL | NULL | NULL | voice file name + language ID |
| Play Prompt Ended (Meridian 1 switch) | NULL | NULL | NULL | duration time |
| Query Host Info | NULL | NULL | Host Name | NULL |
| Queued To Agent | Application ID (if applicable) | agent ID | call priority | NULL |
| Queued To Skillset | Application ID (if applicable) | skillset ID | call priority | first time queued? YES or NO |
| Returned From IVR (Meridian 1 switch) | IVR queue ID | application ID | NULL | NULL |
| Returned To Skillset | agent ID | NULL | return to queue reason | NULL |
| Send Info To Host | NULL | NULL | Host Name | NULL |
| Script Handed Off | source application ID | destination application ID | NULL | NULL |

# Section C: Configuration views

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# Overview of configuration views

## Introduction

Configuration data describes the configuration of your server.

## Database views

Configuration data is accessible through database views. A database view is a logical representation of the database, which is used to organize the information in the database for your use.

# AccessRights view

## Introduction

This view lists all desktop users and their access levels.

## Field descriptions

### Comment

**Description:** The comments defined on the General – Access Class Properties property page, if any.

**Type:** varchar

**Length:** 127

### CreateDeleteAccess

**Description:** Shows whether the user can add or remove objects of this type.

**Type:** char

**Length:** 1

### CreateDeleteAgentAccess

**Description:** Shows whether the user can add or remove agents.

**Type:** char

**Length:** 1

### CreateDeleteAllAgentAccess

**Description:** Shows whether the user can add or remove all agents.

**Type:** char

**Length:** 1

### ExecuteAccess

**Description:** Shows whether the user can run objects of this type.

**Type:** char

**Length:** 1

**ExecuteAgentAccess**

**Description:** Shows whether the user can run objects of this type to process his or her reporting or associated agents.

**Type:** char

**Length:** 1

**ExecuteAllAgentAccess**

**Description:** Shows whether the user can run objects of this type for all agents.

**Type:** char

**Length:** 1

**GivenName**

**Description:** The desktop user's first or given name, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**GroupName**

**Description:** The access class to which the desktop user belongs.

**Type:** varchar

**Length:** 40

**ObjectKey**

**Description:** A unique identifier for a function for which the user has been assigned access rights.

**Type:** varchar

**Length:** 40

**ObjectName**

**Description:** A function for which the user has been assigned access rights.

**Type:** varchar

**Length:** 40

**PCLoginName**

**Description:** The desktop user's userid, defined on the Desktop – User Properties property page.

**Type:** varchar

**Length:** 30

**ReadAccess**

**Description:** Shows whether the user has view access for this function.

**Type:** char

**Length:** 1

**ReadAgentAccess**

**Description:** Shows whether the user has view access for his or her reporting or associated agents.

**Type:** char

**Length:** 1

**ReadAllAgentAccess**

**Description:** Shows whether the user has view access for all agents.

**Type:** char

**Length:** 1

**SurName**

**Description:** The desktop user's last or surname, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**WriteAccess**

**Description:** Shows whether the user has modify access for this function.

**Type:** char

**Length:** 1

**WriteAgentAccess**

**Description:** Shows whether the user has modify access for his or her agents.

**Type:** char

**Length:** 1

**WriteAllAgentAccess**

**Description:** Shows whether the user has modify access for all agents.

**Type:** char

**Length:** 1

# ActivityCode view

## Introduction

This view lists all of the activity codes and their assigned names.

## Field descriptions

### ActivityCode

**Description:** The number assigned to the activity code on the Activity Code Properties property sheet.

**Type:** nvchar

**Length:** 32

### Name

**Description:** The name assigned to the activity code on the Activity Code Properties property sheet.

**Type:** varchar

**Length:** 30

# Agent view

## Introduction

This view lists agents and their properties.

## Field descriptions

### AlternateCallAnswer

**Description:** Meridian 1 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

### CallForceOption

**Description:** Meridian 1 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

**Type:** char

**Length:** 1

### CallForceDelayTimer

**Description:** Meridian 1 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

**Type:** int

**Length:** 4

### Comment

**Description:** The comments defined on the General – User Properties property page, if any.

**Type:** varchar

**Length:** 127

**Department**

**Description:** The department to which the agent belongs, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**GivenName**

**Description:** The agent's first or given name, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**NROSDN**

**Description:** DMS switch only. Shows whether the agent can receive calls while active on an outgoing call on his or her secondary DN.

**Type:** char

**Length:** 1

**PersonalDN**

**Description:** Meridian 1 switch only. The agent's personal DN (if any), as defined on the Phoneset – User Properties page.

**Type:** varchar

**Length:** 32

**ReturnToQueueMode**

**Description:** The mode of the agent's phoneset after returning a call to the queue.

**Type:** varchar

**Length:** 80

**ReturnToQueueOnNoAnswer**

**Description:** Shows whether unanswered calls are returned to the queue.

**Type:** char

**Length:** 1

**ReturnToQueueWaitInterval**

**Description:** The time before an unanswered call is returned to the queue.

**Type:** smallint

**Length:** 2

**SecondaryDN**

**Description:** DMS switch only. The secondary DN configured on the phoneset at which the agent is logged in.

**Type:** varchar

**Length:** 16

**SurName**

**Description:** The agent's last or surname, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**SwitchID**

**Description:** The switch ID of the phoneset at which the agent is logged in, received from the switch.

**Type:** int

**Length:** 4

**SwitchPortAddress**

**Description:** The switch port address of the phoneset at which the agent is logged in, received from the switch.

**Type:** varchar

**Length:** 30

**SwitchPortName**

**Description:** The switch port name of the phoneset at which the agent is logged in, as received from the switch.

**Type:** varchar

**Length:** 30

**TelsetLoginID**

**Description:** The numeric ID that the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**TelsetShowReserve**

**Description:** Networking option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

**Type:** char

**Length:** 1

**TemplateID**

**Description:** A unique ID for the agent's call presentation class, assigned when the call presentation class is added. The call presentation class is assigned to the agent on the Call Presentation property page. It determines how calls are presented to the agent.

**Type:** varchar

**Length:** 30

**TemplateName**

**Description:** The call presentation class assigned to the agent on the Call Presentation property page. The call presentation class determines how calls are presented to the agent.

**Type:** varchar

**Length:** 30

**ThresholdTemplateID**

**Description:** A unique ID for the agent's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

**Type:** varchar

**Length:** 30

**ThresholdTemplateName**

**Description:** The threshold class assigned to the agent on the Threshold Class – User Properties property page.

**Type:** varchar

**Length:** 30

**Title**

**Description:** The agent's title, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

**UnionBreakTimer**

**Description:** Meridian 1 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

**Type:** smallint

**Length:** 2

**UserID**

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

**VariableWrap**

**Description:** DMS switch only. Shows whether the agent will be put into Variable Wrap state after a call. Calls will not be presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (variable wrap configured with an interval of 0)

- 1 (variable wrap configured with an interval greater than zero)
- 2 (release guard configured)

# Application view

## Introduction

The Application view lists all applications (master and primary scripts) and their service level. The view also indicates whether or not the server collects call-by-call statistics for the application.

## Field descriptions

### ApplicationID

**Description:** The ID of the application, which is assigned by the server when the application is defined.

**Type:** int

**Length:** 4

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Call by Call – Historical Statistic Configuration property page.

**Type:** tinyint

**Length:** 1

### Name

**Description:** The name of the application, as defined on the General – Application Properties property page.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique ID for the application's threshold class, assigned when the threshold class is added. The threshold class is assigned to the agent on the Threshold Class – User Properties property page.

**Type:** int

**Length:** 4

# ApplicationByScript view

## Introduction

The ApplicationByScript view describes the relationship between application scripts.

## Parent script: definition

A parent script is any script that directs a call to another secondary script.

## Child script: definition

A child script is a secondary script to which a primary script or another secondary script directs a call.

## Field descriptions

### ChildComment

**Description:** Not used in this version.

**Type:** varchar

**Length:** 80

### ChildName

**Description:** The name of the referenced script.

**Type:** varchar

**Length:** 30

### ChildStatus

**Description:** The status of the referenced script.

**Type:** varchar

**Length:** 80

**ChildUserFirstName**

**Description:** The first or given name of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ChildUserLastName**

**Description:** The family or surname of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ParentComment**

**Description:** Not used in this version.

**Type:** varchar

**Length:** 80

**ParentName**

**Description:** The name of the referencing script.

**Type:** varchar

**Length:** 30

**ParentStatus**

**Description:** The status of the referencing script.

**Type:** varchar

**Length:** 80

**ParentUserFirstName**

**Description:** The first or given name of the user who created the referencing script.

**Type:** varchar

**Length:** 30

**ParentUserLastName**

**Description:** The family or surname of the user who created the referencing script.

**Type:** varchar

**Length:** 30

# ApplicationThresholdTemplate view

## Introduction

The ApplicationThresholdTemplate view lists your applications threshold classes and their threshold levels.

**Note:** This view supersedes the ApplicationTemplate view.

## Field descriptions

### Field

**Description:** A field for which a threshold is defined in the threshold class to which the application belongs.

**Type:** varchar

**Length:** 80

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the threshold class to which this application belongs.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# CDN view

## Introduction

The CDN view lists the CDNs and their assigned names and statuses.

## Field descriptions

**Acquire**

**Description:** Shows whether there is a request to acquire the CDN.

**Type:** char

**Length:** 1

**CDN**

**Description:** The number assigned to the CDN on the CDN Properties property sheet.

**Type:** varchar

**Length:** 7

**Name**

**Description:** The name assigned to the CDN on the CDN Properties property sheet.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The status of the CDN.

**Type:** varchar

**Length:** 80

**Type**

**Description:** The call type.

**Valid values:**

- Local
- Network

**Type:** varchar

**Length:** 80

# CodeToMessage view

## Introduction

This view is used internally by the program.

## Field descriptions

### Category

**Description:** A system-defined classification for the status code.

**Type:** varchar

**Length:** 30

### Code

**Description:** The numeric status code value.

**Type:** int

**Length:** 4

### Msg

**Description:** The corresponding message text.

**Type:** varchar

**Length:** 80

# DNIS view

## Introduction

The DNIS view lists the DNIS numbers and their properties.

## Field descriptions

### DNIS

**Description:** A unique number used to identify a DNIS, which is assigned by the server when the DNIS is defined.

**Type:** varchar

**Length:** 16

### Name

**Description:** The name of a DNIS, as defined on the DNIS Properties property sheet.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the DNIS, as defined on the DNIS Properties property sheet.

**Type:** int

**Length:** 4

### TemplateID

**Description:** A unique identifier for the threshold class assigned to this DNIS. The system contains a single, system-defined DNIS threshold class.

**Type:** int

**Length:** 4

# DNISThresholdTemplate view

## Introduction

The DNISThresholdTemplate view provides information about the DNIS threshold class. The system contains a single, system-defined threshold class.

## Field descriptions

### Name

**Description:** The system-defined name of the threshold class.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class.

**Type:** int

**Length:** 4

### TemplateID

**Description:** The system-defined unique identifier for the threshold class.

**Type:** int

**Length:** 4

# Formula view

## Introduction

The Formula view lists all of the customized formulas and their definitions. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

## Field descriptions

### Class

**Description:** The class to which the formula belongs.

**Type:** varchar

**Length:** 80

### Comment

**Description:** Additional information about the formula (if any), as defined on the Formula Properties property sheet.

**Type:** varchar

**Length:** 127

### Definition

**Description:** The standard formulas used to create the custom formula.

**Type:** varchar

**Length:** 255

### Format

**Description:** The display format for the formula

**Type:** varchar

**Length:** 80

**FormulaID**

**Description:** A unique identifer for a formula, which is assigned by the server when the formula is added.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the formula.

**Type:** varchar

**Length:** 30

# HistoricalStatCollection view

## Introduction

The HistoricalStatCollection view lists all of the data types the Symposium Call Center Server can collect and, for each one, indicates whether it is selected.

## Field descriptions

### ActivityCode

**Description:** Shows whether statistics in the activity code statistics group will be collected.

**Type:** char

**Length:** 1

### AgentByApplication

**Description:** Shows whether statistics in the agent by application statistics group will be collected.

**Type:** char

**Length:** 1

### AgentLogin

**Description:** Shows whether statistics in the agent login and logout statistics group will be collected.

**Type:** char

**Length:** 1

### AgentPerformance

**Description:** Shows whether statistics in the agent performance statistics group will be collected.

**Type:** char

**Length:** 1

### Application

**Description:** Shows whether statistics in the application statistics group will be collected.

**Type:** char

**Length:** 1

### CDN

**Description:** Shows whether statistics in the CDN statistics group will be collected.

**Type:** char

**Length:** 1

### DNIS

**Description:** Shows whether statistics in the DNIS statistics group will be collected.

**Type:** char

**Length:** 1

### IVR

**Description:** Meridian 1 switch only. Shows whether statistics in the IVR statistics group will be collected.

**Type:** char

**Length:** 1

### IVRPort

**Description:** Meridian 1 switch only. Shows whether statistics in the IVR port statistics group will be collected.

**Type:** char

**Length:** 1

**IVRPortLogin**

**Description:** Meridian 1 switch only. Shows whether statistics in the IVR port login and logout statistics group will be collected.

**Type:** char

**Length:** 1

**NetworkCall**

**Description:** Networking option only. Shows whether statistics in the network call statistics group will be collected.

**Type:** char

**Length:** 1

**NetworkOutCall**

**Description:** Networking option only. Shows whether statistics in the network outcall statistics group will be collected.

**Type:** char

**Length:** 1

**RANMusicRoute**

**Description:** Shows whether statistics in the RAN/Music route statistics group will be collected.

**Type:** char

**Length:** 1

**Route**

**Description:** Meridian 1 switch only. Shows whether statistics in the route statistics group will be collected.

**Type:** char

**Length:** 1

**Skillset**

**Description:** Shows whether statistics in the skillset statistics group will be collected.

**Type:** char

**Length:** 1

**SkillsetByAgent**

**Description:** Shows whether statistics in the agent by skillset statistics group will be collected.

**Type:** char

**Length:** 1

**SkillsetState**

**Description:** Not used in this version.

**Trunk**

**Description:** Meridian 1 switch only. Shows whether statistics in the trunk statistics group will be collected.

**Type:** char

**Length:** 1

# HistoricalStatDuration view

## Introduction

The HistoricalStatDuration view shows the length of time the server keeps statistics for each collection period and event type.

## Field descriptions

### BusinessDaysPerWeek

**Description:** The number of business days per week for which the system collects historical statistics data.

**Type:** smallint

**Length:** 2

### BusinessHoursPerDay

**Description:** The number of hours per business day that the system collects historical statistics data.

**Type:** smallint

**Length:** 2

### DaysofAgentLogin

**Description:** The number of days agent login statistics are stored by the system.

**Type:** smallint

**Length:** 2

### DaysOfCallByCall

**Description:** The number of days call-by-call statistics are stored by the system.

**Type:** smallint

**Length:** 2

**DaysOfDaily**

**Description:** The number of days daily statistics are stored by the system.

**Type:** smallint

**Length:** 2

**DaysOfInterval**

**Description:** The number of days interval statistics are stored by the system.

**Type:** smallint

**Length:** 2

**DaysofIVRPortLogin**

**Description:** Meridian 1 switch only. The number of days IVR port login stastics are stored by the system.

**Type:** smallint

**Length:** 2

**DaysOfSkillsetState**

**Description:** Not used in this version.

**FirstDayOfWeek**

**Description:** The day defined as the first day of the business week. This is the day that weekly statistics are cumulated for the previous week.

**Type:** varchar

**Length:** 80

**MonthsOfMonthly**

**Description:** The number of months monthly statistics are stored by the system.

**Type:** smallint

**Length:** 2

**WeeksOfWeekly**

**Description:** The number of weeks weekly statistics are stored by the system.

**Type:** smallint

**Length:** 2

# HistoricalStatStorage view

## Introduction

The HistoricalStatStorage view describes the amount of disk space allocated to store historical data. Space allocation depends upon the size of the disk drive.

## Where properties are defined

Historical Statistics Storage Properties are defined on the Historical Statistics Configuration property page.

## Field descriptions

### Configured

**Description:** The value configured for this parameter on the Historical Statistics Configuration property sheet.

**Type:** int

**Length:** 4

### Parameter

**Description:** The name of the parameter.

**Type:** varchar

**Length:** 80

### Purchased

**Description:** The purchased value for this parameter.

**Type:** int

**Length:** 4

**System**

**Description:** The measured value for this parameter. This is the number currently in use on the system. For example, if the system value for the Active Agents is 3, then 3 agents are currently logged in.

**Type:** int

**Length:** 4

# IVRPort view

## Introduction

Meridian 1 switch only. The IVRPort view lists the voice ports. For each port, it provides the switch configuration information.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire the voice port.

**Type:** char

**Length:** 1

### IVRPortID

**Description:** A unique identifier for the voice port, which is assigned by the server when the port is added.

**Type:** varchar

**Length:** 16

### IVRQueueID

**Description:** The threshold class to which the IVR queue is assigned.

**Type:** varchar

**Length:** 7

### Name

**Description:** The name of the voice port, as defined on the Voice Port Properties property page.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The status of the voice port.

**Type:** varchar

**Length:** 80

**SwitchID**

**Description:** The switch ID of an IVR port, as received from the switch.

**Type:** int

**Length:** 4

**SwitchPortAddress**

**Description:** The switch address of the IVR port, as received from the switch.

**Type:** varchar

**Length:** 40

**SwitchPortName**

**Description:** The name assigned to the IVR port on the switch, as received from the switch.

**Type:** varchar

**Length:** 30

# IVRQueue view

## Introduction

Meridian 1 switch only. The IVRQueue view lists the IVR ACD-DNs and their properties.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire the IVR ACD-DN.

**Type:** char

**Length:** 1

### IVRQueueID

**Description:** A unique identifier for the IVR ACD-DN, which is assigned by the server when the IVR ACD-DN is added.

**Type:** varchar

**Length:** 7

### Name

**Description:** The name of the IVR ACD-DN, as defined on the IVR ACD-DN Properties property page.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for the threshold class to which the IVR ACD-DN belongs.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the IVR ACD-DN.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** The name of the threshold class to which the IVR ACD-DN belongs.

**Type:** int

**Length:** 4

# IVRThresholdTemplate view

## Introduction

Meridian 1 switch only. The IVRThresholdTemplate view lists the IVR threshold classes and their threshold levels.

## Field descriptions

**Field**

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

**FieldID**

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

**Level1**

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

**Level2**

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the IVR threshold class.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# NCCConfig view

## Introduction

NCC option only. The NCCConfig view is not used in the this version.

## Field descriptions

**NumBestNodes**

**Description:** Not used in this version.

**Type:** int

**Length:** 4

**StaleDataRatio**

**Description:** Not used in this version.

**Type:** int

**Length:** 4

**UpdateRate**

**Description:** Not used in this version.

**Type:** int

**Length:** 4

# NCCNetworkSkillset view

## Introduction

NCC option only. The NCCNetworkSkillset view lists all the network skillsets and, for each one, indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

### Round robin

The server queues the first call to the first, second, and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

### Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

## Fields descriptions

### Comment

**Description:** Additional information about the network skillset, as defined on the Skillset Properties property page, if any.

**Type:** int

**Length:** 4

### IdleAgentsPriority

**Description:** Not used in this release.

**Type:** smallint

**Length:** 2

### NetworkSkillset

**Description:** The name of the network skillset, as defined on the Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** A unique identifier for the network skillset, as defined when the network skillset is added.

**Type:** int

**Length:** 4

### UseBestNode

**Description:** Not used in this release.

**Type:** char

**Length:** 1

### UseRoundRobin

**Description:** The routing table method used for the network skillset.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (sequential)
- 1 (round robin)

# NCCRanking view

## Introduction

NCC option only. The NCCRanking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

## Field descriptions

### DstSiteID

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

### DstSiteName

**Description:** The name of a site to which calls for the network skillset can be routed.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** The unique identifier for a network skillset, assigned when the skillset is configured on the NCC.

**Type:** int

**Length:** 4

### NetworkSkillsetName

**Description:** The name of a network skillset defined on the source site.

**Type:** varchar

**Length:** 30

**Rank**

**Description:** The ranking of the destination site in the routing table.

**Type:** smallint

**Length:** 2

**SrcSiteID**

**Description:** The unique identifier for a source site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteName**

**Description:** The name of the source site.

**Type:** varchar

**Length:** 30

# NCCRemoteApplication view

## Introduction

NCC option only. The NCCRemoteApplication view lists all applications (master and primary scripts) and their service level. The view also indicates whether the server collects call-by-call statistics for the application.

## Field descriptions

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

**Type:** tinyint

**Length:** 1

**Valid values:**

- 0 (none)
- 1 (local)
- 2 (network)
- 3 (local and network)

### Name

**Description:** The name of the application, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

### RemoteApplicationID

**Description:** The ID of the application, which is assigned by the server when the application is defined.

**Type:** int

**Length:** 4

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** int

**Length:** 4

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**SiteName**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

# NCCSite view

## Introduction

NCC option only. The NCCSite view lists each site in the network and, for each one, shows its properties.

## Fields descriptions

### Comment

**Description:** The comments defined on the Site Properties dialog box, if any.

**Type:** varchar

**Length:** 127

### ContactNumber

**Description:** The phone number of the contact person.

**Type:** varchar

**Length:** 30

### ContactPerson

**Description:** The contact person name for the site.

**Type:** varchar

**Length:** 30

### Name

**Description:** The name of the site.

**Type:** varchar

**Length:** 30

**OutOfServiceTimer**

**Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

**Type:** int

**Length:** 4

**RelativeGMT**

**Description:** The time difference (in hours) between GMT and the time zone in which the site is located.

**Type:** int

**Length:** 4

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

# NetworkConfig view

## Introduction

Networking option only. This view contains the name of the NCC for the server.

## Field descriptions

### NCCSite

**Description:** The name of the NCC, as defined when the server was installed. You can view the NCC name from the Network Communication Parameters dialog box.

**Type:** varchar

**Length:** 30

# NetworkRankingAssignment view

## Introduction

Networking option only. The NetworkRankingAssignment view provides a listing of the network control center (NCC) table routing assignments.

## Field descriptions

### AssignName

**Description:** The name of the table routing assignment, as defined when the assignment was configured on the NCC.

**Type:** varchar

**Length:** 30

### Comment

**Description:** The comments defined on the Ranking Table Properties property sheet, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

### DestSiteID

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**DestSiteName**

**Description:** A destination site for this network skillset, as defined in the routing table.

**Type:** varchar

**Length:** 30

**NetworkSkillsetID**

**Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

**Type:** int

**Length:** 4

**NetworkSkillsetName**

**Description:** The name of a network skillset included in this table routing assignment.

**Type:** varchar

**Length:** 30

**Rank**

**Description:** The ranking of the site in the routing table.

**Type:** smallint

**Length:** 2

**RankingAssignID**

**Description:** The unique identifier for the table routing assignment, as defined when the assignment was configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteID**

**Description:** The unique identifier for the source site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteName**

**Description:** The source site for which the table routing assignment has been defined.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The current status for this table routing assignment.

**Type:** varchar

**Length:** 80

# NetworkSkillsetStatus view

## Introduction

Networking option only. The NetworkSkillsetStatus view provides a listing of the network skillsets and their statuses.

## Field descriptions

### FilterStatus

**Description:** Indicates whether the skillset is being filtered.

**Type:** smallint

**Length:** 2

**Valid values:**

- 11 (Server communication failure)
- 12 (Dialable DN has not been configured correctly)
- 13 (NACD package restriction at destination)
- 14 (Maximum number of retries reached)
- 15 (Trunk allocation problem, server suspended)
- 16 (Incompatible server versions)
- any other value (Undefined)

### FlowControlStatus

**Description:** Indicates whether the skillset is rejecting calls, because too many calls are queued.

**Type:** smallint

**Length:** 2

**Valid values:**

- 0 (Off)
- 1 (Max Request)
- 2 (Out of Service)

- 3 (Unknown Skillset)
- any other value (Undefined)

**NetworkSkillset**

**Description:** The name of the network skillset.

**Type:** varchar

**Length:** 30

**NetworkSkillsetID**

**Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

**Type:** int

**Length:** 4

**SiteName**

**Description:** The destination site.

**Type:** varchar

**Length:** 30

# NetworkThresholdTemplate view

## Introduction

Networking option only. Not used in this version.

## Field descriptions

### Field

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the IVR threshold class.

**Type:** varchar

**Length:** 30

### ServiceLevelThreshold

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# PhonesetDisplay view

## Introduction

Meridian 1 switch only. This view lists the configured display types, the width of each display, and the number of rows in each display.

## Field descriptions

### DisplayTypeName

**Description:** The type of display the phoneset uses.

**Valid values:**

- 1 x 40 Alphanumeric
- 1 x 16 Alphanumeric
- 1 x 18 or 1 x 24 Alphanumeric
- 1 x 12 Numeric

**Type:** varchar

**Length:** 80

### FieldName

**Description:** The name of the field displayed on the phoneset.

**Type:** varchar

**Length:** 80

### Row

**Description:** The row in which the field appears.

**Type:** smallint

**Length:** 2

### Width

**Description:** The display width for the field.

**Type:** smallint

**Length:** 2

# Ranking view

## Introduction

Networking option only. The Ranking view provides a listing of the sites in your network. For each site, it lists the networked skillsets at that site. For each skillset, it lists the possible destination sites and their ranking preference. The ranking preference determines the destination site to which skillset calls are routed.

## Field descriptions

### DstSiteID

**Description:** The unique identifier for a destination site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

### DstSiteName

**Description:** The name of a site to which calls for the network skillset can be routed.

**Type:** varchar

**Length:** 30

### NetworkSkillsetID

**Description:** A unique identifier for the network skillset, as assigned when the network skillset was configured on the NCC.

**Type:** int

**Length:** 4

### NetworkSkillsetName

**Description:** The name of a network skillset defined on the source site.

**Type:** varchar

**Length:** 30

**Rank**

**Description:** The ranking of the destination site in the routing table.

**Type:** smallint

**Length:** 2

**SrcSiteID**

**Description:** The unique identifier for a source site, assigned when the site is configured on the NCC.

**Type:** int

**Length:** 4

**SrcSiteName**

**Description:** The name of the source site.

**Type:** varchar

**Length:** 30

# RealTimeColumn view

## Introduction

The RealTimeColumn view lists the real-time display definitions and their column definitions.

## Field descriptions

### Column

**Description:** The column number of a field that appears on a real-time display definition.

**Type:** smallint

**Length:** 2

### Format

**Description:** The format of the column.

**Valid values:**

- text
- numeric
- time
- bar chart

**Type:** varchar

**Length:** 80

### FormulaID

**Description:** A unique identifier for the formula used in this column, which is assigned by the server when the formula is added.

**Type:** int

**Length:** 4

**Label**

**Description:** The label of the column, as it appears on the real-time display.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

**Type:** int

**Length:** 4

**ScaleFrom**

**Description:** For columns with bar format only. The minimum scale value to be reported in this column.

**Type:** smallint

**Length:** 2

**ScaleTo**

**Description:** For columns with bar format only. The maximum scale value to be reported in this column.

**Type:** smallint

**Length:** 2

# RealTimeStatCollection view

## Introduction

The RealTimeStatCollection view lists the real-time statistical information you configured the Symposium Call Center Server to collect.

## Moving window mode

In moving window mode, statistics shown represent the last ten minutes of system activity.

## Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

## Field descriptions

### IntervalDuration

**Description:** The interval duration for collecting real-time statistics (applies only to statistics collected in interval-to-date mode).

**Type:** smallint

**Length:** 2

### IntervalStartTime

**Description:** The interval start time for collecting real-time statistics.

**Type:** char

**Length:** 8

**ITDAgent**

**Description:** Shows whether agent statistics are displayed using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDApplication**

**Description:** Shows whether application statistics are displayed using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDIVR**

**Description:** Meridian 1 switch only. Shows whether IVR statistics are displayed using the interval-to-date format.

**Type:** char

**Length:** 1

**ITDNetworkCall**

**Description:** Networking option only. Shows whether network call statistics are displayed using the interval-to-date format.

**Type:** varchar

**Length:** 80

**ITDNodalCall**

**Description:** Networking option only. Shows whether call center summary statistics are displayed using the interval-to-date format.

**Type:** int

**Length:** 4

### ITDRoute

**Description:** Meridian 1 switch only. Shows whether route statistics are displayed using the interval-to-date format.

**Type:** varchar

**Length:** 80

### ITDSkillset

**Description:** Shows whether skillset statistics are displayed using the interval-to-date format.

**Type:** varchar

**Length:** 80

### MinRefreshRate

**Description:** The minimum interval between refreshes of real-time statistics displays.

**Type:** varchar

**Length:** 80

### MWAgent

**Description:** Shows whether agent statistics are displayed using the interval-to-date format.

**Type:** char

**Length:** 1

### MWApplication

**Description:** Shows whether application statistics are displayed using the moving window format.

**Type:** char

**Length:** 1

**MWIVR**

**Description:** Meridian 1 switch only. Shows whether IVR statistics are displayed using the moving window format.

**Type:** char

**Length:** 1

**MWNetworkCall**

**Description:** Networking option only. Shows whether network call statistics are displayed using the moving window format.

**Type:** varchar

**Length:** 80

**MWNodalCall**

**Description:** Networking option only. Shows whether call center summary statistics are displayed using the moving window format.

**Type:** int

**Length:** 4

**MWRoute**

**Description:** Meridian 1 switch only. Shows whether route statistics are displayed using the moving window format.

**Type:** varchar

**Length:** 80

**MWSkillset**

**Description:** Shows whether skillset statistics are displayed using the moving window format.

**Type:** varchar

**Length:** 80

# RealTimeTemplate view

## Introduction

The RealTimeTemplate view lists the real-time display definitions and their general properties.

## Field descriptions

### Class

**Description:** The class to which the real-time display definition belongs.

**Type:** varchar

**Length:** 80

### Name

**Description:** The name of the real-time display definition.

**Type:** varchar

**Length:** 30

### RefreshRate

**Description:** The refresh rate defined for the real-time display definition.

**Type:** int

**Length:** 4

### TemplateID

**Description:** A unique identifier for a real-time display definition, which is assigned by the server when the real-time display definition is added.

**Type:** int

**Length:** 4

### ViewMode

**Description:** The view mode defined for the real-time display definition.

**Valid values:**

- Moving Window
- Interval To Date

**Type:** varchar

**Length:** 80

# RemoteApplication view

## Introduction

Networking option only. The RemoteApplication view lists all applications defined in the network except those defined at the local site.

## Field descriptions

### CallByCall

**Description:** Shows whether the collection of call-by-call statistics for this application is enabled on the Historical Statistic Configuration property sheet.

**Type:** tinyint

**Length:** 1

**Valid values:**

- 0 (none)
- 1 (local)
- 2 (network only)
- 3 (local and network)

### Name

**Description:** The name of the application, as defined on the Application Properties property sheet.

**Type:** varchar

**Length:** 30

### RemoteApplicationID

**Description:** The ID of the application, which is assigned by the server when the application is defined.

**Type:** int

**Length:** 4

**ServiceLevelThreshold**

**Description:** The service level threshold for the threshold class to which this application belongs.

**Type:** int

**Length:** 4

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**SiteName**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

# Route view

## Introduction

Meridian 1 switch only. The Route view lists the routes and their properties.

## Field descriptions

**Acquire**

**Description:** Shows whether there is a request to acquire or deacquire the route.

**Type:** char

**Length:** 1

**Name**

**Description:** The name of the route, as defined on the Route Properties property page.

**Type:** varchar

**Length:** 30

**RouteID**

**Description:** The route number.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the route.

**Type:** varchar

**Length:** 80

**TemplateID**

**Description:** A unique identifier for the threshold class to which the route belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# RouteThresholdTemplate view

## Introduction

Meridian 1 switch only. The RouteThresholdTemplate view lists the route threshold classes and their threshold levels.

## Field descriptions

**Field**

**Description:** The name of the field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

**FieldID**

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

**Level1**

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

**Level2**

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the route threshold class.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# ScheduledSkillsetAssignment view

## Introduction

The ScheduledSkillsetAssignment view lists agent to skillset assignments and their properties.

## Field descriptions

### AssignID

**Description:** A unique identifier for the assignment, which is assigned by the server when the assignment is added.

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Properties property page.

**Type:** varchar

**Length:** 64

### Comment

**Description:** The comments defined on the General – Agent to Skillset Properties property page, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Priority**

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

**SkillsetID**

**Description:** A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**SkillsetName**

**Description:** The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 64

**SkillsetState**

**Description:** The current state of the skillset.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**Status**

**Description:** The status of the agent to skillset assignment.

**Valid values:**

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### UserGivenName

**Description:** The given or first name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### UserID

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

### UserSurName

**Description:** The family or surname of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### UserTelsetLogin

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 16

# ScheduledSupervisorAssignment view

## Introduction

The ScheduledSupervisorAssignment view lists agent to supervisor assignments and their properties.

## Field descriptions

### AgentID

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

### AssignID

**Description:** A unique identifier for the assignment, which is assigned by the server when the assignment is added.

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to supervisor assignment, as defined on the General – Agent to Supervisor Assignment Properties property page.

**Type:** varchar

**Length:** 64

### AssignType

The assignment type.

**Type:** varchar

**Length:** 80

### Comment

**Description:** The comments defined on the General – Agent to Supervisor Assignment Properties property page, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

### Status

**Description:** The status of the agent to supervisor assignment.

**Valid values:**

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### SupervisorGivenName

**Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorID**

**Description:** A unique ID for the supervisor to which the user is assigned when this assignment is run. This identifier is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**SupervisorSurName**

**Description:** The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**Type**

**Description:** The assignment type.

**Valid values:**

- P (Reporting)
- S (Associated)

**Type:** char

**Length:** 1

# Script view

## Introduction

The Script view lists the scripts and their properties. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Comment

**Description:** Additional information about the script, as defined on the Script Properties property sheet, if any.

**Type:** varchar

**Length:** 30

### GivenName

**Description:** The first or given name of the user who performed the most recent action on the script.

**Type:** varchar

**Length:** 30

### LastModified

**Description:** The date when the most recent action was performed on the script.

**Type:** datetime

**Length:** 8

### Name

**Description:** The name of the script, as defined in the Scripts window.

**Type:** varchar

**Length:** 30

**Owner**

**Description:** The name of the user who created the script.

**Type:** nvarchar

**Length:** 80

**ScriptID**

**Description:** A unique identifier for the script, which is assigned by the server when the script is added.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**SurName**

**Description:** The last or surname of the user who performed the most recent action on the script.

**Type:** varchar

**Length:** 30

**Type**

**Description:** The type of script.

**Valid values:**

- Local Master
- Network
- Primary
- Secondary

**Type:** varchar

**Length:** 80

# ScriptVariableProperties view

## Introduction

The ScriptVariableProperties view lists the script variables and their properties. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Class

**Description:** The name of the variable class to which this variable belongs.

**Valid values:**

- Item
- Set Of Values

**Type:** varchar

**Length:** 80

### Comment

**Description:** Not used.

### Grouping

**Description:** The name of the variable group to which this variable belongs.

**Valid values:**

- Global Variable
- Call Variable

**Type:** varchar

**Length:** 80

### Name

**Description:** The name of the script variable.

**Type:** varchar

**Length:** 30

**Status**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**Type**

**Description:** The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

**Type:** varchar

**Length:** 80

# ScriptVariables view

## Introduction

The ScriptVariables view lists the script variables. For each variable, it provides the variable status and type, and the name, status, and type of any scripts that use that variable. For more information on scripting, refer to the *Scripting Guide*.

## Field descriptions

### Script

**Description:** The name of a script that uses this variable, as defined in the Scripts window.

**Type:** varchar

**Length:** 32

### ScriptStatus

**Description:** The status of the script.

**Valid values:**

- Edited
- Validated
- Activated

**Type:** varchar

**Length:** 80

### ScriptType

**Description:** The type of script.

**Valid values:**

- Local Master
- Network
- Primary
- Secondary

**Type:** varchar

**Length:** 80

**Variable**

**Description:** The name of the script variable.

**Type:** varchar

**Length:** 30

**VariableStatus**

**Description:** The status of the variable.

**Valid values:**

- Activated
- Deactivated

**Type:** varchar

**Length:** 80

**VariableType**

**Description:** The data type of the variable. For more information about variables, refer to the *Scripting Guide*.

**Type:** varchar

**Length:** 80

# Site view

## Introduction

Networking option only. The Site view lists the sites and their properties.

## Field descriptions

### Comment

**Description:** The comments defined on the Site Properties dialog box, if any.

**Type:** varchar

**Length:** 127

### ContactNumber

**Description:** The phone number of the contact person.

**Type:** varchar

**Length:** 30

### ContactPerson

**Description:** The name of the contact person for the site.

**Type:** varchar

**Length:** 30

### IsLocal

**Description:** Specifies whether the site is the local site or a remote site.

**Valid values:**

- 0 (remote)
- 1 (local)

**Type:** char

**Length:** 1

**Name**

**Description:** The name of the site.

**Type:** varchar

**Length:** 30

**OutOfServiceTimer**

**Description:** The amount of time the site is filtered from the routing table when the maximum retry limit is reached.

**Type:** int

**Length:** 4

**RelativeGMT**

**Description:** The time difference (in hours) between GMT and the time zone in which the site is located.

**Type:** int

**Length:** 4

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** Not used in this version.

**Type:** char

**Length:** 1

**TemplateName**

**Description:** Not used in this version.

**Type:** varchar

**Length:** 30

# Skillset view

## Introduction

The Skillset view lists all skillsets and their general properties.

## Field descriptions

### ActivityCode

**Description:** Meridian 1 switch only. The default activity code for the skillset.

**Type:** varchar

**Length:** 32

### CallAgePreference

**Description:** The call age preference for a skillset.

**Valid values:**

- 18 (Oldest)
- 19 (First in Queue)
- any other value (None)

**Type:** smallint

**Length:** 2

### CallSourcePreference

**Description:** Networking option only. The call source preference for a skillset.

**Valid values:**

- 15 (Local)
- 16 (Network)
- 17 (None)

**Type:** smallint

**Length:** 2

**CallRequestQueueSize**

**Description:** The maximum number of calls that can be queued to this skillset.

**Type:** int

**Length:** 4

**CallRequestQueueSizeThreshold**

**Description:** The number by which queued calls must decrease before more calls will be queued to this skillset.

**Type:** int

**Length:** 4

**Comment**

**Description:** The comments defined on the General – Skillset Properties property page, if any.

**Type:** varchar

**Length:** 127

**DN**

**Description:** The ACD-DN number for which calls will be pegged to this skillset, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 7

**IdleAgentsPriority**

**Description:** The agent idle time preference defined on the Global Settings dialog box.

**Type:** smallint

**Length:** 2

**IsNetworked**

**Description:** Networking option only. Shows whether a skillset is networked.

**Type:** char

**Length:** 1

### MinShortCallDelay

**Description:** The short call threshold for the threshold class to which the skillset belongs. Calls with a talk time less than this value are considered to be short calls.

**Type:** int

**Length:** 4

### NetworkSkillsetComment

**Description:** Networking option only.

**Type:** varchar

**Length:** 127

### NetworkSkillsetID

**Description:** Networking option only.

**Type:** int

**Length:** 4

### NetworkSkillsetName

**Description:** Networking option only.

**Type:** varchar

**Length:** 30

### NightServiceType

The night service type for a skillset.

**Valid values:**

- 20 (Transition)
- 21 (Night)
- any other value (None)

**Type:** smallint

**Length:** 2

**ServiceLevelThreshold**

**Description:** The service level for the threshold class to which the skillset belongs.

**Type:** int

**Length:** 4

**Skillset**

**Description:** The name of the skillset, as defined on the Skillset Properties property sheet.

**Type:** varchar

**Length:** 30

**SkillsetID**

**Description:** A unique identifier for the skillset, which is assigned by the server when the skillset is added.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique identifier for the threshold class to which the skillset belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

**UseBestNode**

**Description:** Not used.

**UseRoundRobin**

**Description:** Networking option only.

**Type:** char

**Length:** 1

**Valid values:**

- 0 (round robin)
- 1 (sequential)

# SkillsetByAgent view

## Introduction

The SkillsetByAgent view lists the skillsets and the agents assigned to them. For each assigned agent, it shows the agent priority for the skillset.

## Field descriptions

### Priority

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

### SkillsetID

**Description:** A unique identifier for the skillset, assigned when the skillset is added.

**Type:** int

**Length:** 4

### SkillsetState

**Description:** The skillset state.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**UserID**

**Description:** A unique ID for an agent assigned to this skillset, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

# SkillsetByAssignment view

## Introduction

The SkillsetByAssignment view lists skillsets and the agent to skillset assignments in which they are assigned.

## Field descriptions

### AssignID

**Description:** A unique identifier for the assignment, which is assigned by the server when the assignment is added.

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to skillset assignment, as defined on the General – Agent to Skillset Assignment property page.

**Type:** varchar

**Length:** 64

### Comment

**Description:** The comments defined on the General – Agent to Skillset Assignment property page, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

**Priority**

**Description:** The agent's priority for this skillset.

**Range:** 1–48

where 1 is the highest priority and 48 is the lowest priority.

**Type:** tinyint

**Length:** 1

**SkillsetID**

**Description:** A unique identifier for the skillset to which the agent is assigned when this assignment is run. This identifier is assigned by the server when the skillset is added.

**Type:** int

**Length:** 4

**SkillsetName**

**Description:** The name of the skillset to which the agent is assigned when the assignment is run, as defined on the General – Skillset Properties property page.

**Type:** varchar

**Length:** 64

**SkillsetState**

**Description:** The current state of the skillset.

**Valid values:**

- Standby
- Active

**Type:** varchar

**Length:** 80

**Status**

**Description:** The status of the agent to skillset assignment.

**Valid values:**

- Edited/Saved
- Ran OK

- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### UserGivenName

**Description:** The given or first name of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### UserID

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

### UserSurName

**Description:** The family or surname of the agent, as defined on the General – User Properties property page.

**Type:** varchar

**Length:** 64

### UserTelsetLoginID

**Description:** The numeric ID the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

# SkillsetThresholdTemplate view

## Introduction

The SkillsetThresholdTemplate view lists the skillset threshold classes and their threshold levels.

## Field descriptions

**Field**

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

**FieldID**

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

**Level1**

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

**Level2**

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**MinShortCallDelay**

**Description:** The length of a short call for this threshold class.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the skillset threshold class.

**Type:** varchar

**Length:** 30

**ServiceLevelThreshold**

**Description:** The service level threshold for this threshold class.

**Type:** int

**Length:** 4

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# SummaryThresholdTemplate view

## Introduction

The SummaryThresholdTemplate view lists the thresholds defined for the Nodal threshold class.

## Field descriptions

### Field

**Description:** The name of field for which a threshold is defined in the threshold class.

**Type:** varchar

**Length:** 80

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

**Name**

**Description:** The name of the nodal threshold class.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# Supervisor view

## Introduction

The Supervisor view lists all of the Symposium Call Center Server supervisors and their general properties.

## Field descriptions

### Comment

**Description:** The comments defined on the General – User Properties property page, if any.

**Type:** varchar

**Length:** 127

### Department

**Description:** The department to which the supervisor belongs, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

### GivenName

**Description:** The given or first name of the supervisor, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

### PCLoginName

**Description:** The supervisor's desktop userid, defined on the Desktop – User Properties property page.

**Type:** varchar

**Length:** 40

**PersonalDN**

**Description:** Meridian 1 switch only. The supervisor's personal directory number.

**Type:** varchar

**Length:** 32

**SurName**

**Description:** The family or surname of the supervisor, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SwitchID**

**Description:** The switch ID of the phoneset at which the supervisor is logged in, received from the switch.

**Type:** int

**Length:** 4

**SwitchPortAddress**

**Description:** The switch port address of the phoneset at which the supervisor is logged in, received from the switch.

**Type:** varchar

**Length:** 30

**SwitchPortName**

**Description:** The switch port name of the phoneset at which the supervisor is logged in, as received from the switch.

**Type:** varchar

**Length:** 30

**TelsetLoginID**

**Description:** The numeric ID the supervisor uses to log in to the phoneset, as defined on the Phoneset – User Properties property page.

**Type:** varchar

**Length:** 16

**TemplateID**

**Description:** A unique identifier for the access class to which the supervisor belongs, which is assigned by the server when the access class is added.

**Type:** int

**Length:** 4

**TemplateName**

**Description:** The name of the access class to which the supervisor belongs.

**Type:** nvarchar

**Length:** 30

**ThresholdTemplateID**

**Description:** A unique identifier for the threshold class to which the supervisor belongs, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

**ThresholdTemplateName**

**Description:** The name of the threshold class to which the supervisor belongs.

**Type:** nvarchar

**Length:** 30

**Title**

**Description:** The supervisor's title, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

### UserID

**Description:** A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

# SupervisorAgentAssignment view

## Introduction

This view shows all agents and their supervisor assignments (both reporting and associated). The view contains a record for each agent-supervisor relationship. For example, if an agent has a reporting and two associated supervisors, the view contains three records for that agent.

## Field descriptions

### AgentGivenName

**Description:** The first or given name of an assigned agent, as defined on the General – User Properties property page for the agent.

**Type:** varchar

**Length:** 64

### AgentSurName

**Description:** The family or surname of the agent, as defined on the General – User Properties property page for the agent.

**Type:** varchar

**Length:** 64

### AgentTelsetLoginID

**Description:** The numeric ID that the agent uses to log in to the phoneset, as defined on the Phoneset – User Properties property page for the agent.

**Type:** varchar

**Length:** 16

### AgentUserID

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

**SupervisorGivenName**

**Description:** The first or given name of the supervisor, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorSurname**

**Description:** The surname or family name of the supervisor, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorTelsetLoginID**

**Description:** The numeric ID the supervisor uses to log in at the phoneset, as defined on the Phoneset – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 16

**SupervisorUserID**

**Description:** A unique ID for the supervisor, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**Type**

**Description:** Shows whether the supervisor is the reporting or associated supervisor for an agent.

**Type:** char

**Length:** 1

**Valid values:**

- P (Reporting)
- S (Associated)

# SupervisorByAssignment view

## Introduction

The SupervisorByAssignment view lists the agent to supervisor assignments and their properties.

## Field descriptions

### AgentID

**Description:** A unique ID for the agent, which is assigned by the server when the agent is added.

**Type:** binary

**Length:** 16

### AssignID

**Description:** A unique identifier for the assignment, which is assigned by the server when the assignment is added.

**Type:** int

**Length:** 4

### AssignName

**Description:** The name of the agent to supervisor assignment, as defined on the Agent to Supervisor Assignment Properties property sheet.

**Type:** varchar

**Length:** 64

### AssignType

**Description:** The assignment type.

**Type:** varchar

**Length:** 80

### Comment

**Description:** The comments defined on the Agent to Supervisor Assignment property sheet, if any.

**Type:** varchar

**Length:** 127

### ErrorCode

**Description:** A numeric value for the error encountered when the assignment last ran (if any).

**Type:** int

**Length:** 4

### Status

**Description:** The status of the agent to supervisor assignment.

**Valid values:**

- Edited/Saved
- Ran OK
- Ran with error
- Scheduled
- Never scheduled
- Duplicate assignment entry

**Type:** varchar

**Length:** 80

### SupervisorGivenName

**Description:** The given or first name of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**SupervisorID**

**Description:** A unique ID for the supervisor to which the user is assigned when this assignment is run, which is assigned by the server when the supervisor is added.

**Type:** binary

**Length:** 16

**SupervisorSurName**

**Description:** The family or surname of the supervisor to which the user is assigned when this assignment is run, as defined on the General – User Properties property page for the supervisor.

**Type:** varchar

**Length:** 64

**Type**

**Description:** The assignment type.

**Valid values:**

- P (Reporting)
- S (Associated)

**Type:** varchar

**Length:** 80

# SwitchPort view

## Introduction

This view lists phoneset ports and their switch configuration information.

## Field descriptions

### Acquire

**Description:** Shows whether there is a request to acquire or deacquire the route.

**Type:** char

**Length:** 1

### Name

**Description:** The switch port name of the phoneset at which the agent is logged in, as received from the switch.

**Type:** varchar

**Length:** 30

### PortAddress

**Description:** The switch port address of the phoneset at which the agent is logged in, as received from the switch.

**Type:** varchar

**Length:** 30

### PositionID

**Description:** Meridian 1 switch only. A unique identifier for the agent’s position ID, as received from the switch.

**Type:** int

**Length:** 4

**SecondaryDN**

**Description:** DMS switch only. The secondary DN defined on the phoneset.

**Type:** int

**Length:** 4

**Status**

**Description:** The status of the phoneset.

**Type:** varchar

**Length:** 80

**SwitchID**

**Description:** The switch ID of the phoneset at which the agent is logged in, received from the switch.

**Type:** int

**Length:** 4

**Type**

**Description:** The phoneset type.

**Type:** varchar

**Length:** 80

# TargetSwitchComm view

## Introduction

Networking option only. This view lists the parameters configured for each of the destination sites in the network. These parameters are defined on the Site Parameters dialog box.

## Field descriptions

### AgentReserveTimer

**Description:** The amount of time an agent at this site is reserved for a network call, as defined in the Agent Reserve Timer field.

**Type:** int

**Length:** 4

### DialableDN

**Description:** The number your switch will dial to connect to the destination site, as defined in the Dialable DN field.

**Type:** varchar

**Length:** 32

### NumRetries

**Description:** The number of times your switch will attempt to connect to the destination site, if a connection attempt is unsuccessful, as defined in the Number of Retries field.

**Type:** smallint

**Length:** 2

### RetryTimer

**Description:** The time that elapses between retry attempts, as defined in the Retry Interval field.

**Type:** int

**Length:** 4

**SiteID**

**Description:** A unique identifier for the Symposium Call Center Server site, which is assigned by the server.

**Type:** int

**Length:** 4

**SiteName**

**Description:** The name of the Symposium Call Center Server site, as assigned during installation.

**Type:** varchar

**Length:** 30

# UserTemplate view

## Introduction

The UserTemplate view lists the agent call presentation classes and their properties.

## Field descriptions

### AlternateCallAnswer

**Description:** Meridian 1 switch only. Shows whether the agent can put a DN call on hold to answer an incoming call. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

### CallForceOption

**Description:** Meridian 1 switch only. Shows whether the call force option is enabled for the call presentation class to which this agent belongs.

**Type:** char

**Length:** 1

### CallForceDelayTimer

**Description:** Meridian 1 switch only. The time that elapses before a call is automatically presented to an agent. This option is defined for the call presentation class to which the agent belongs.

**Type:** int

**Length:** 4

### NROSDN

**Description:** DMS switch only. Shows whether the agent can receive calls while active on their secondary DN.

**Type:** char

**Length:** 1

**ReturnToQueueMode**

**Description:** The mode of the agent's phoneset after returning a call to the queue.

**Type:** varchar

**Length:** 80

**ReturnToQueueOnNoAnswer**

**Description:** Shows whether unanswered calls will be returned to the queue.

**Type:** char

**Length:** 1

**ReturnToQueueWaitInterval**

**Description:** The time before an unanswered call is returned to the queue.

**Type:** smallint

**Length:** 2

**TelsetShowReserve**

**Description:** Networking option only. Shows whether an agent's phoneset can show that the agent is reserved for a network call.

**Type:** char

**Length:** 1

**Template**

**Description:** The name of the call presentation class.

**Type:** varchar

**Length:** 30

**TemplateID**

**Description:** A unique identifier for the call presentation class, which is assigned by the server when the call presentation class is added.

**Type:** int

**Length:** 4

### UnionBreakTimer

**Description:** Meridian 1 switch only. The length of the break period allowed between calls. This option is defined for the call presentation class to which the agent belongs.

**Type:** smallint

**Length:** 2

### VariableWrap

**Description:** DMS switch only. Shows whether the agent will be put into Variable Wrap state after a call. Calls will not be presented to agents while they are in Variable Wrap state. This option is defined for the call presentation class to which the agent belongs.

**Type:** char

**Length:** 1

# UserThresholdTemplate view

## Introduction

The UserThresholdTemplate view lists the agent threshold classes and their properties.

## Field descriptions

### FieldID

**Description:** A unique identifier for the field, which is assigned by the server when you define a threshold value for the field.

**Type:** int

**Length:** 4

### Level1

**Description:** The low end of the normal range for the field.

**Type:** int

**Length:** 4

### Level2

**Description:** The high end of the normal range for the field.

**Type:** int

**Length:** 4

### Name

**Description:** The name of the agent threshold class.

**Type:** varchar

**Length:** 30

### ThresholdTemplateID

**Description:** A unique identifier for the threshold class, which is assigned by the server when the threshold class is added.

**Type:** int

**Length:** 4

# Views view

## Introduction

This view lists all of the database views available in the Symposium Call Center Server database.

## Field descriptions

### ColumnName

**Description:** The name of a field in the view. This name is not necessarily the same as the field label printed on the report.

**Type:** varchar

**Length:** 30

### Length

**Description:** The length of the field, in characters.

**Type:** tinyint

**Length:** 1

### Name

**Description:** The name of the view.

**Type:** varchar

**Length:** 30

### Type

**Description:** The field type. For a list of valid types and their descriptions, see the following section.

**Type:** varchar

**Length:** 30

# Chapter 5

# Entity relationship diagrams

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# Overview of entity relationships

## Introduction

The diagrams in this section show the relationships among the Symposium Call Center Server database views. This section contains diagrams illustrating each statistics group, plus an overall diagram showing all of the relationships within the database.

The notation convention used for the entity relationship diagrams is IDEF1X.

# IDEF1X notation conventions

## Introduction

Integration DEFinition 1 eXtended (IDEF1X) is a standard language used to develop a logical model of data. Use this modeling language to produce a graphical information model that represents the structure and semantics of information within a system.

## History of IDEF1X

The Integrated Computer Aided Manufacturing (ICAM) studies conducted by the U.S. Air Force in the late 1970s identified a set of three graphic methods for defining the functions, data structures, and dynamics of manufacturing businesses:

- IDEF0—the function method
- IDEF1—the original data method
- IDEF2—the dynamics method

Together, these three methods came to be known as the ICAM DEFinition (IDEF) method.

In 1985, D. Appleton Company (DACOM) approached the Air Force with a proposal to extend IDEF1. IDEF1X (the X stands for eXtended) was accepted as an Air Force standard and became part of the public domain.

In December 1993, the National Institute of Standards and Technology (NIST) released IDEF1X as a standard for Data Modeling in FIPS Publication 184.

## Entity notation

The following terms are used to describe entities:

### Entity

An entity is any distinguishable person, place, thing, event, or concept about which information is kept. More precisely, an entity is a set or collection of things called instances. Entities are named by nouns—for example, customer or employee.

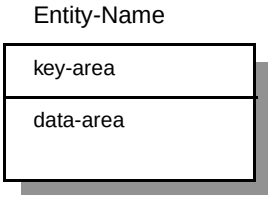
Entities are classified as independent or dependent entities, depending on how they acquire their keys.

### Instance

An instance is a single occurrence of an entity. Each instance must have an identity distinct from all other instances.

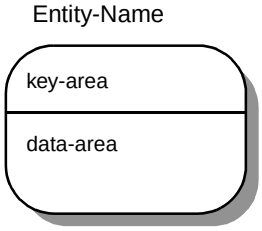
### Independent entity

An independent entity does not depend on any other entity for its identification. Independent entities are represented by square-corner boxes.



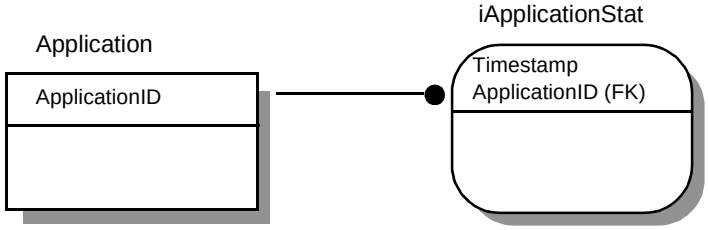

### Dependent entity

Dependent entities depend on one or more entities for their identification. They are represented by boxes with rounded corners.



### Primary key

To use an entity, we must be able to identify instances uniquely; that is, we must be able to distinguish one from another. The set of attributes that uniquely identifies an entity is called its primary key.




In the preceding illustration, ApplicationID is the primary key for the Application entity. Also, Timestamp and ApplicationID are the primary keys for the iApplicationStat entity (that is, a specific Application has data for multiple Timestamps).

## Attribute notation

The following terms are used to describe attributes:

### Primary key attribute

A primary key is an attribute that, either by itself or in combination with other primary key attributes, forms the primary key.

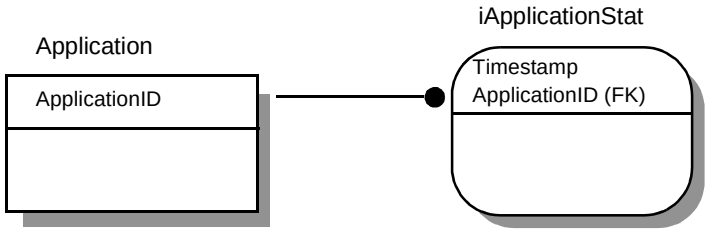
### Non-primary key attribute

A non-primary key attribute is not part of the primary key of the entity.

### Foreign key

Whenever entities are connected by a relationship, the relationship contributes a key (or set of keys) to the child entity. Foreign key attributes are primary key attributes of a parent entity contributed to a child entity across a relationship. The contributed keys are said to migrate or propagate from parent to child.

Foreign key attributes are designated in the model by an (FK) following the attribute name. In the following illustration, ApplicationID is a foreign key.

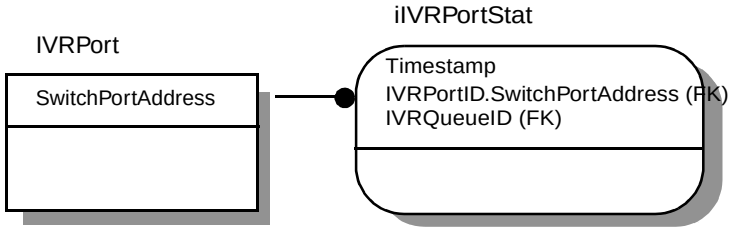



### Role name

A role name is a new name for a foreign key attribute or group of foreign key attributes, which defines the role that it plays in the child entity. The attribute must be given a definition, like any other attribute. Its definition is based on the definition of the original foreign key or keys. The original foreign keys are therefore classified as base attributes. Role names take the following format:

role-name.attribute (FK)

In the following illustration, IVRPortID.SwitchPortAddress (FK) is a role name.

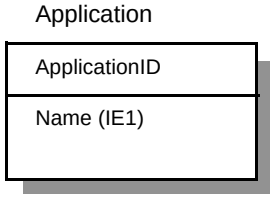



### Inversion entry

An inversion entry is a nonunique access identifier of the entity. It is an attribute or group of attributes that will frequently be used to access the entity. An inversion entry specifies another way in which the business plans to access an instance of the entity. When using an inversion entry, however, we may not find exactly one instance. Inversion entries are shown as

attribute (IEn)

In the following illustration, Name is an inversion entry.




## Relationship notation

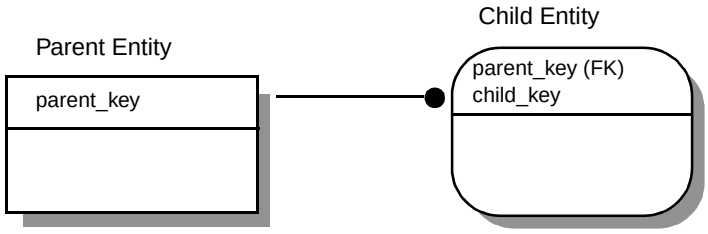
The following terms are used to describe the relationships between entities:

### Relationships

Relationships represent connections, links, or associations between entities. Relationships in an information model are used to represent some of the business rules that describe the area being modeled. IDEF1X, unlike some other modeling languages, insists that all relationships be binary; that is, they connect exactly two entities.

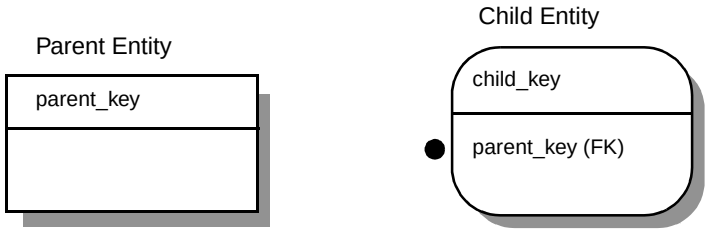
### Identifying relationship

In an identifying relationship, primary key attributes of the parent entity become primary key attributes of the child entity.




### Nonidentifying relationship

In a nonidentifying relationship, primary key attributes of parent entity become non-primary-key attributes of the child entity.



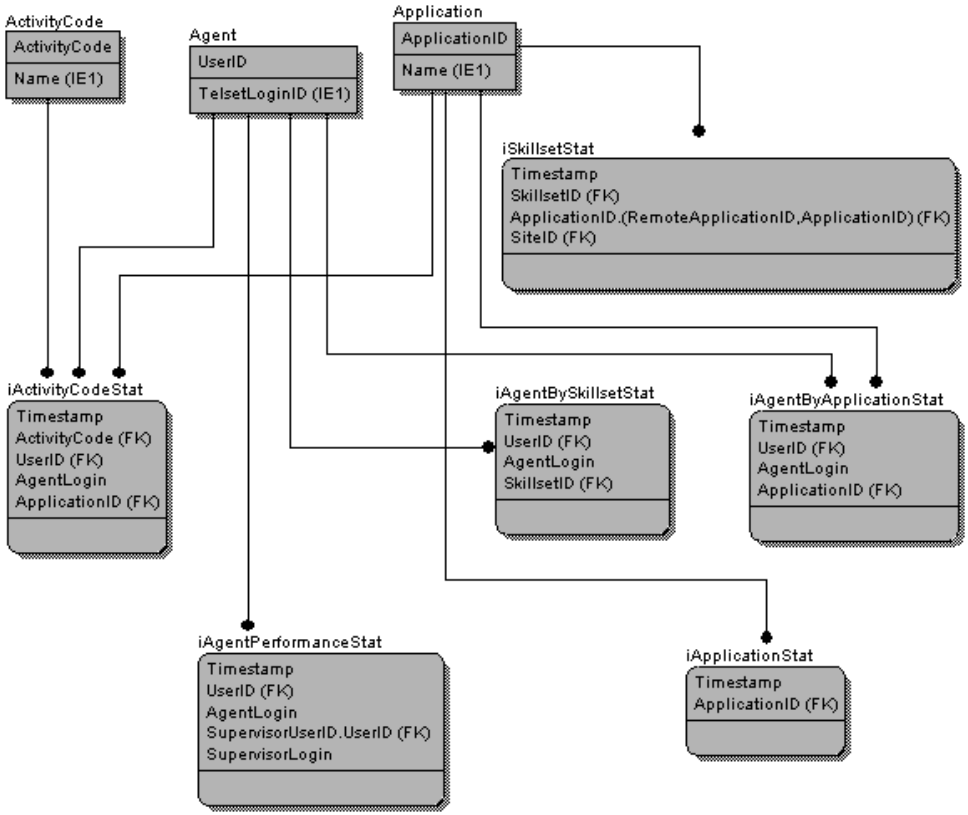

## Cardinality notation

The following notation is used to show the number of child attributes involved in the relationship.

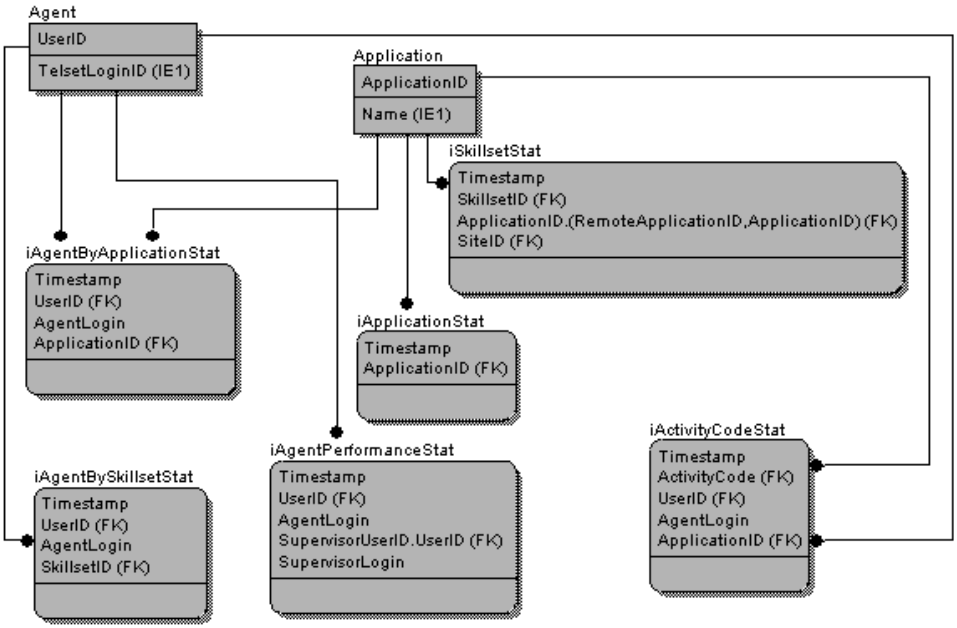
| | |
|---|---|
| One-to-zero-or-more | |
| One-to-one-or-more | P |
| One-to-zero-or-one | Z |
| One-to-exactly-N | N |

# Statistics entity relationships

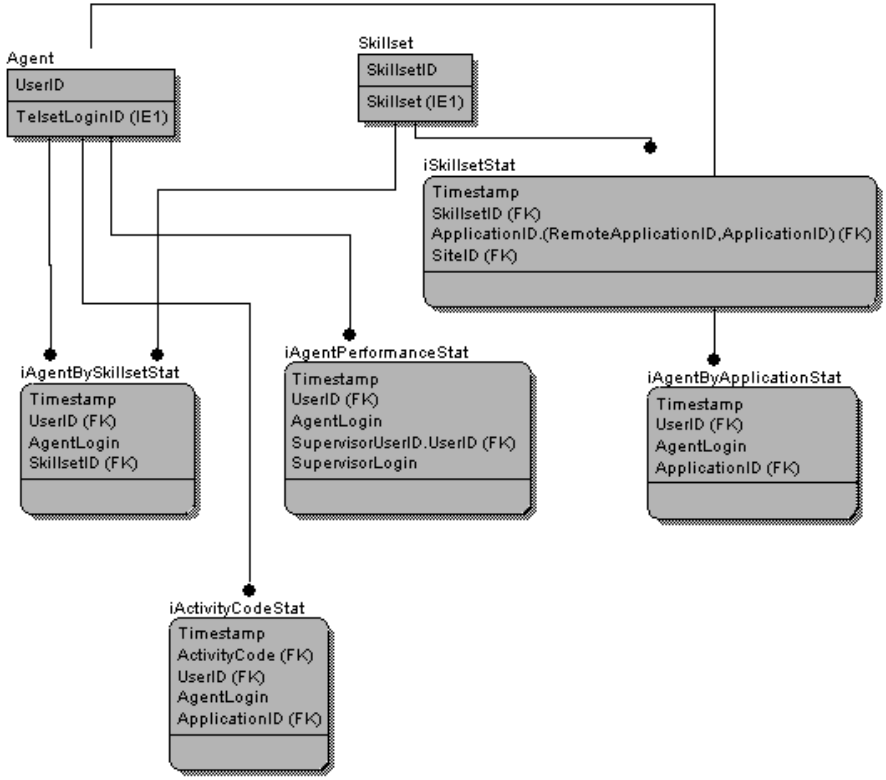
## Activity code statistics



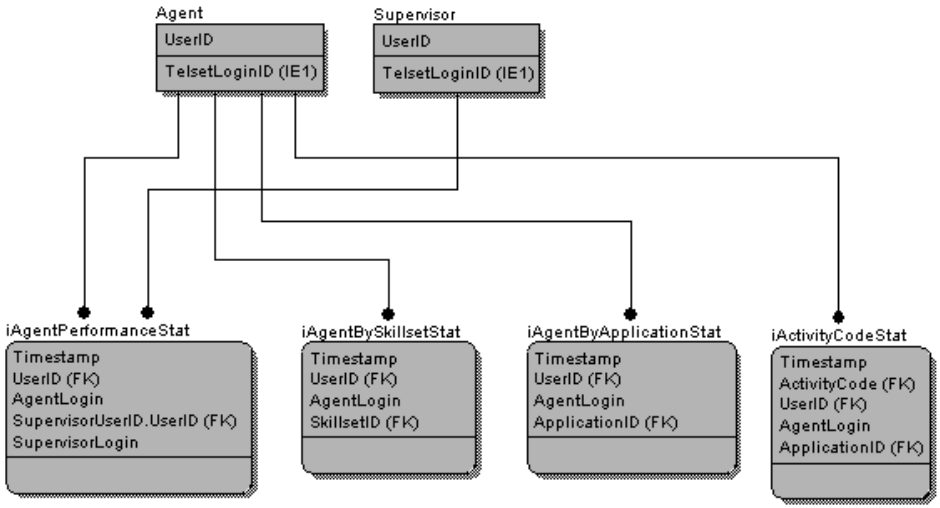
## Agent by application statistics



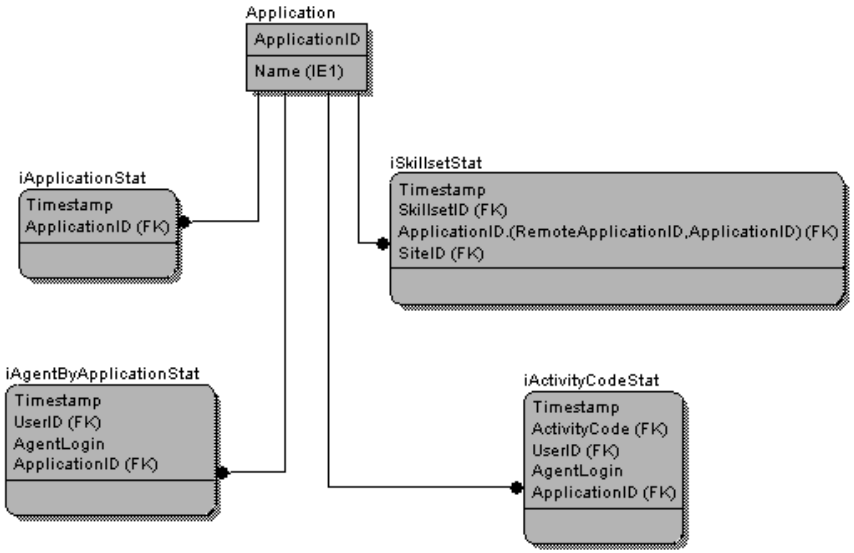
## Agent by skillset statistics



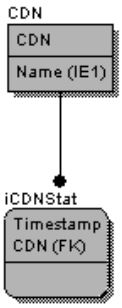
## Agent performance statistics



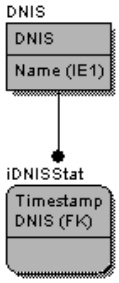

## Application statistics



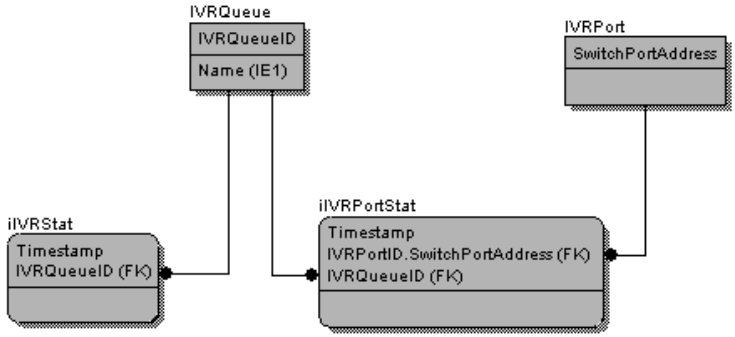
## CDN statistics



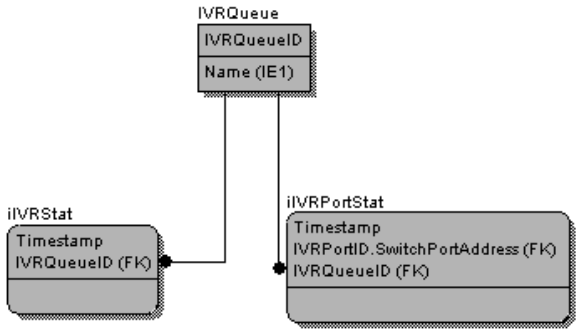

## DNIS statistics



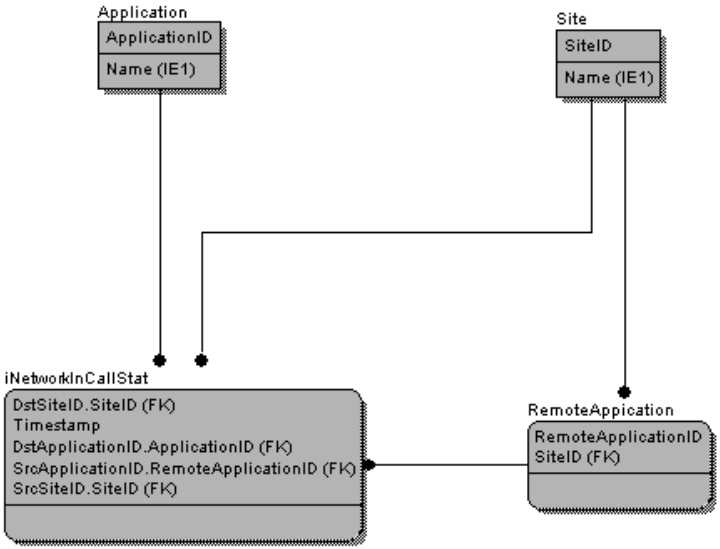

## IVR port statistics



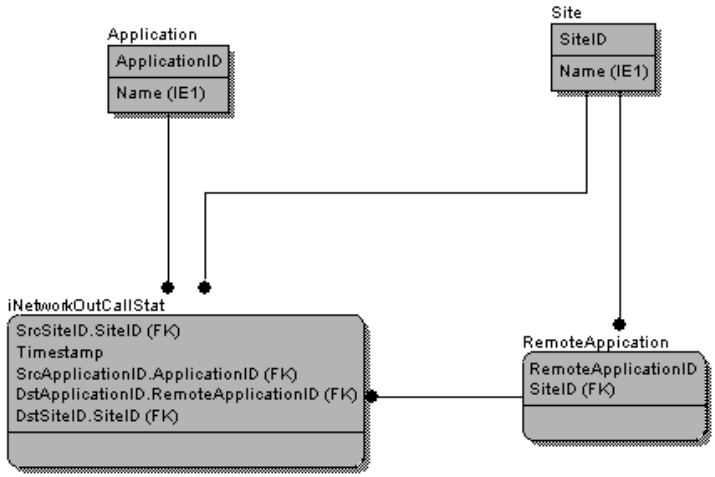
## IVR statistics



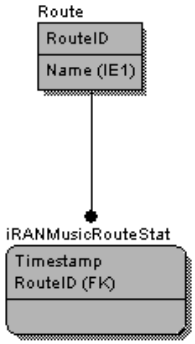

## Network incoming call statistics



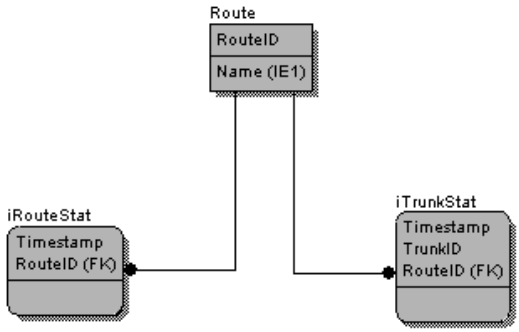
## Network outgoing call statistics



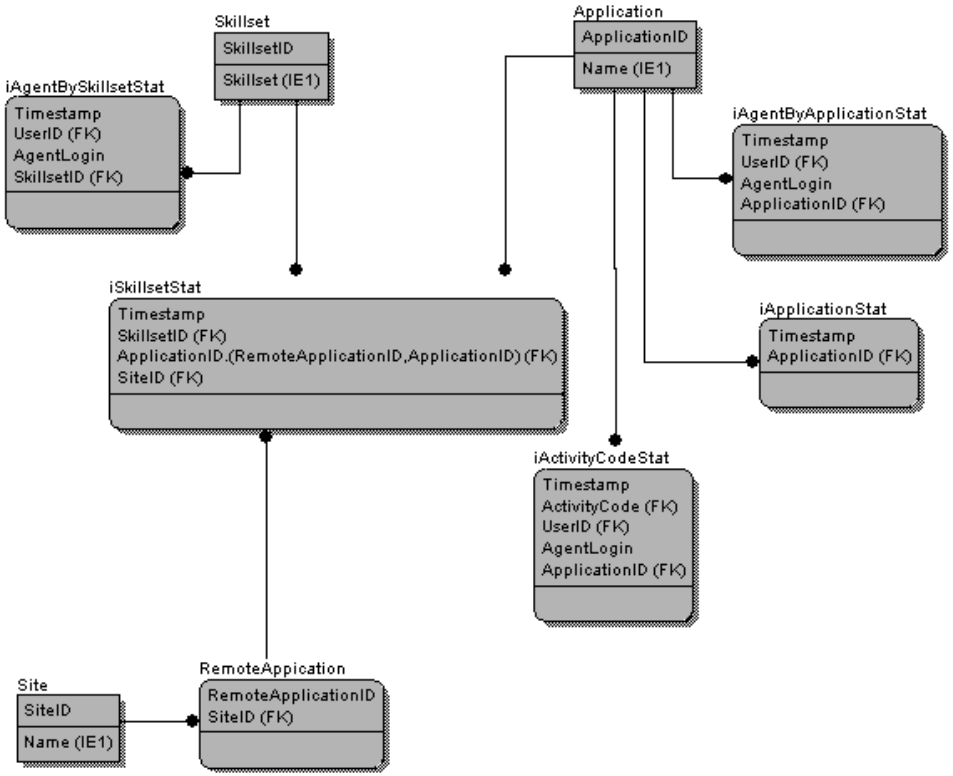

## RAN/music route statistics



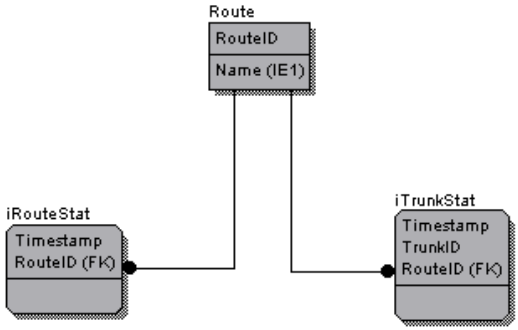
## Route statistics




## Skillset statistics



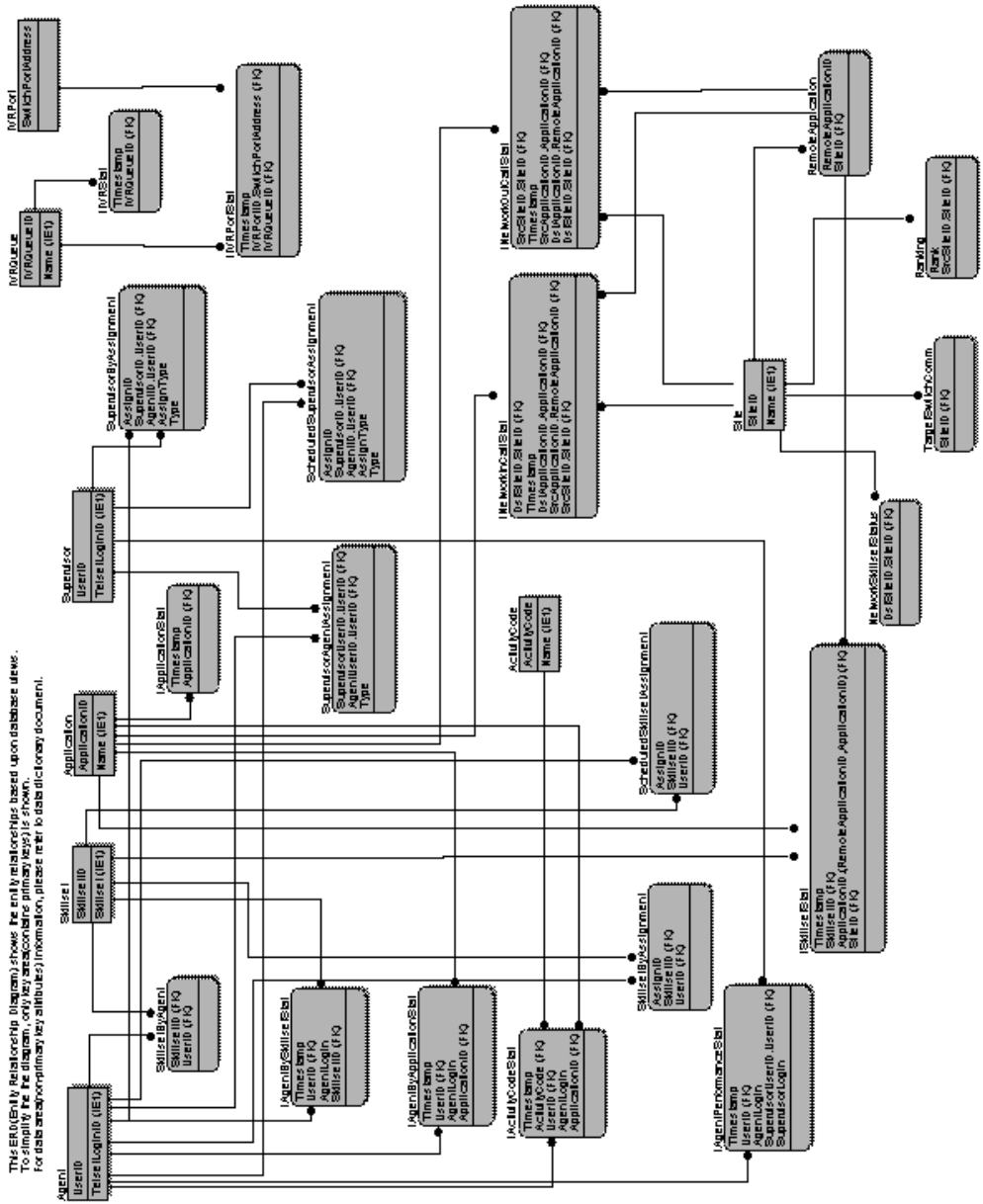
## Trunk statistics

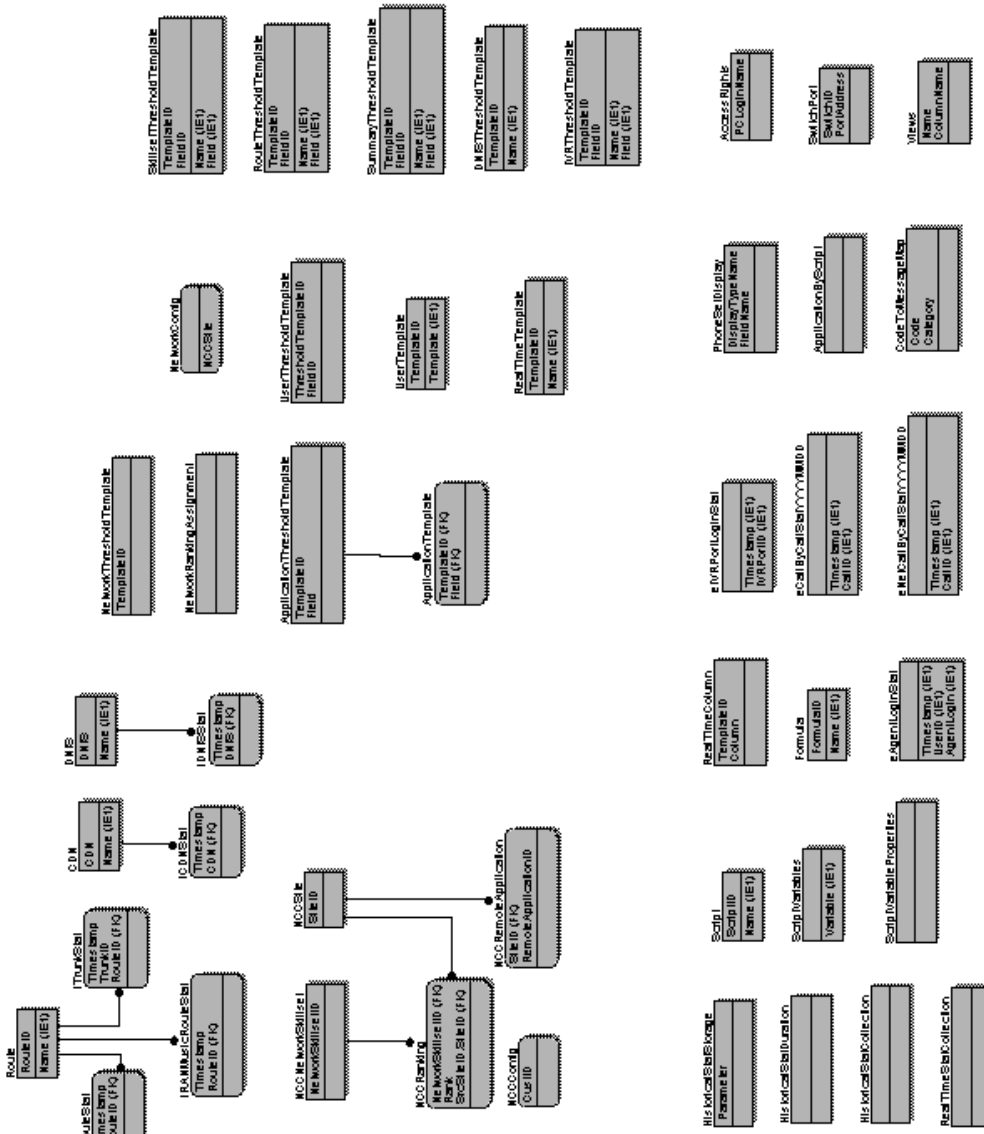


# Symposium database entity relationships

## Introduction

The following pages show all the relationships within the database.


This ERD(Entity Relationship Diagram) shows the entity relationships based upon database views.
To simplify the the diagram, only key areas(columns/fields primary keys) is shown.
For data area(non-primary key attributes) information, please refer to data dictionary document.
Agent
UserID
TelsetLoginID (IE1)
IVRPort
SwitchPortAddress
IVRQueue
IVRQueueID
Name (IE1)
IVRSet
TimeStamp
IVRQueueID (FK)
IVRPortSet
TimeStamp
IVRPortID SwitchPortAddress (FK)
IVRQueueID (FK)
SupervisorByAssignment
AssignID
SupervisedUserID UserID (FK)
AgentID UserID (FK)
AssignType
Type
ScheduledSupervisorAssignment
AssignID
SupervisedUserID UserID (FK)
AgentID UserID (FK)
AssignType
Type
Supervisor
UserID
TelsetLoginID (IE1)
ApplicationSet
TimeStamp
ApplicationID (FK)
SupervisorAgentAssignment
SupervisorUserID UserID (FK)
AgentUserID UserID (FK)
Type
Application
ApplicationID
Name (IE1)
ActivityCode
ActivityCode
Name (IE1)
ScheduledSkillsetAssignment
AssignID
SkillsetID (FK)
UserID (FK)
Skillset
SkillsetID
Skillset (IE1)
SkillsetByAgent
SkillsetID (FK)
UserID (FK)
AgentBySkillsetSet
TimeStamp
UserID (FK)
AgentLogin
SkillsetID (FK)
AgentByApplicationSet
TimeStamp
UserID (FK)
AgentLogin
ApplicationID (FK)
ActivityCodeSet
TimeStamp
ActivityCode (FK)
UserID (FK)
AgentLogin
ApplicationID (FK)
SkillsetAgentAssignment
AssignID
SkillsetID (FK)
UserID (FK)
AgentPerformanceSet
TimeStamp
UserID (FK)
AgentLogin
SupervisorUserID UserID (FK)
SupervisorLogin
NetworkCallSet
DstSiteID SiteID (FK)
TimeStamp
DstApplicationID ApplicationID (FK)
SrcApplicationID RemoteApplicationID (FK)
SrcSiteID SiteID (FK)
NetworkQueCallSet
SrcSiteID SiteID (FK)
TimeStamp
SrcApplicationID ApplicationID (FK)
DstApplicationID RemoteApplicationID (FK)
DstSiteID SiteID (FK)
Site
SiteID
Name (IE1)
RemoteApplication
RemoteApplicationID
SiteID (FK)
Ranking
Rank
SrcSiteID SiteID (FK)
TargetSwitchCommand
SiteID (FK)
NetworkSkillsetStatus
DstSiteID SiteID (FK)
SkillsetSet
TimeStamp
SkillsetID (FK)
ApplicationID (RemoteApplicationID ApplicationID) (FK)
SiteID (FK)


Route
RouteID
Name (IE1)
IRouteSbl
TimeStamp
RouteID (FK)
IThruWSbl
TimeStamp
ThruWID
RouteID (FK)
IRAMMultiRouteSbl
TimeStamp
RouteID (FK)
CDM
CDM
Name (IE1)
ICDMSbl
TimeStamp
CDM (FK)
DMS
DMS
Name (IE1)
IDMSSbl
TimeStamp
DMS (FK)
NCCSite
SiteID
NCCNetworkSkillsetSbl
NetworkSkillsetID
NCCNetworkSkillset
NetworkSkillsetID (FK)
Rank
SiteSiteID, SiteID (FK)
NCCRemoteApplication
SiteID (FK)
RemoteApplicationID
NCCConfig
CustID
NetworkConfig
NCCSite
NetworkRankingAssignment
NetworkThresholdTemplate
TemplateID
ApplicationThresholdTemplate
TemplateID
FieldID
ApplicationTemplate
TemplateID (FK)
FieldID (FK)
UserThresholdTemplate
ThresholdTemplateID
FieldID
UserTemplate
TemplateID
TemplateID (IE1)
RealTimeTemplate
TemplateID
Name (IE1)
SkillsetThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
RouteThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
SummaryThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
DNISThresholdTemplate
TemplateID
Name (IE1)
IVRThresholdTemplate
TemplateID
FieldID
Name (IE1)
Field (IE1)
AccessRights
PCLoginName
SwitchPort
SwitchID
PortAddress
Views
Name
ColumnName
PhoneSetIDDisplay
DisplayTypeName
FieldName
ApplicationByScript
CodeToAssignSkillset
Code
Category
eIVRPortLoginSbl
TimeStamp (IE1)
IVRPortID (IE1)
eCallBySkillsetYYYYMMDD
TimeStamp (IE1)
CallID (IE1)
eNetSkillBySkillsetYYYYMMDD
TimeStamp (IE1)
CallID (IE1)
RealTimeColumn
TemplateID
Column
FormUds
FormUdsID
Name (IE1)
eAgentLoginSbl
TimeStamp (IE1)
UserID (IE1)
AgentLogin (IE1)
Script
ScriptID
Name (IE1)
ScriptVariables
Variable (IE1)
ScriptVariableProperties
HistoricalSblBridge
Parameter
HistoricalSblDuration
HistoricalSblCollection
HistoricalSblCollection
RealTimeSblCollection

# Appendix A

# Standard reports

## In this appendix


Overview 358
Section A: Activity code reports 361
Section B: Agent reports 371
Section C: Application reports 441
Section D: Call by call reports 469
Section E: Configuration reports 473
Section F: IVR reports 569
Section G: NCC reports 579
Section H: Network reports 627
Section I: Resource reports 657
Section J: Skillset reports 689

# Overview

## Introduction

The Symposium Call Center Server provides two types of standard reports: historical reports and configuration reports.

### Historical reports

Historical reports provide information related to the statistics, activities, and performance of the call center. Two types of historical reports are available:

- summarized historical reports—These reports contain totals accumulated over a period of time (usually, 15-minute interval, daily, weekly, or monthly).
- event (detail) historical reports—These reports contain detailed information about each event that occurred.

### Configuration reports

Configuration reports contain information about how your system is configured. You can use these reports as a reference when you are planning or making changes to your system.

## Database views

The descriptions of the reports indicate the database view that provides the data for the report. You can use this information to help you create your own reports.

In many cases, the database view is available in a number of collection frequencies. For example, there are daily, weekly, monthly, and interval versions of the ActivityCodeStat view. Each view name has a prefix that identifies its frequency:

- dActivityCodeStat is the daily view.
- wActivityCodeStat is the weekly view.
- mActivityCodeStat is the monthly view.
- iActivityCodeStat is the interval view.

In the following section, if data is available in multiple versions of a view, the source is given as the name of the view without the prefix (for example, the ActivityCodeStat view).

## Report templates

For each standard report, the report description identifies the Crystal Reports template file for the report. (Template files are stored in Nortel/client/en/rpt.) You can use these template files as the basis for customized reports. To create a customized report based on a standard report template, follow these steps:

1. Copy the standard report template and give it a meaningful name.
2. Modify the new template using Crystal Reports version 7.0.
3. Import the new template into the server (see “Importing a report created in Crystal Reports” on page 41).

**Caution:** Do not modify the standard templates.

**Note:** For reports available in a number of collection frequencies, there is a template for each frequency. The template names have the same prefix as the corresponding view.

## Raw and calculated data

Some fields contain raw data, which is data that is taken directly from the view. Others (such as average and percentage fields) contain data that is calculated using one or more view fields.

### Descriptions of raw fields

For raw data, this manual provides the view field from which the data is taken. For a detailed description of the data in the field, refer to the description of the view field in the data dictionary.

### Descriptions of calculated fields

For calculated fields, this manual provides the formula used to calculate the field value. You can use this information to create your own reports.

# Section A: Activity code reports

## In this section

Activity Code By Agent 362
Activity Code By Application 365
Not Ready Reason Code By Agent 368

# Activity Code By Agent

## Description

The Activity Code By Agent report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

**Notes:**

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt15.rpt
- dm-agt15.rpt
- wm-agt15.rpt
- mm-agt15.rpt

## Filter

- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Activity Time | ActivityTime |
| Average Activity Time | ActivityTime / Occurrences |
| Activity Occurrences | Occurrences |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Activity Code By Agent

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

| | Activity Code Name | Application Name | | Activity Time | Average Activity Time | Activity Occurrences |
|---|---|---|---|---|---|---|
| | | | | **GRAND TOTAL** | | |
| | | | | **01:19:46** | **00:02:34** | **145** |
| **Agent Name & ID: Rose Stefanopolis - 6602** | | | | | | |
| | | | Summary: | 00:13:59 | 00:01:24 | 10 |
| 4/9/99 | | | | | | |
| 15:15 | System_Default_Activity_Code | Master_Script | | 00:01:50 | 00:01:50 | 1 |
| | Schedule_Inquiry | Booking_Script | | 00:01:48 | 00:01:48 | 1 |
| | Schedule_Inquiry | Master_Script | | 00:02:00 | 00:02:00 | 1 |
| | System_Default_Activity_Code | Booking_Script | | 00:07:12 | 00:01:26 | 5 |
| | Booking | Booking_Script | | 00:01:09 | 00:00:35 | 2 |
| | | | Daily 4/9/99 | 00:13:59 | 00:01:24 | 10 |
| | | | Agent: | 00:13:59 | 00:01:24 | 10 |
| **Agent Name & ID: James Jones - 6708** | | | | | | |
| | | | Summary: | 00:13:31 | 00:00:37 | 22 |
| 4/9/99 | | | | | | |
| 15:15 | Vacation_Sales | Vacations_Script | | 00:02:29 | 00:00:50 | 3 |
| | Booking | Booking_Script | | 00:01:02 | 00:00:31 | 2 |
| | System_Default_Activity_Code | Master_Script | | 00:00:15 | 00:00:15 | 1 |
| | Schedule_Inquiry | Booking_Script | | 00:00:41 | 00:00:41 | 1 |
| | Vacation_Inquiry | Vacations_Script | | 00:02:09 | 00:01:05 | 2 |
| | System_Default_Activity_Code | Booking_Script | | 00:00:45 | 00:00:23 | 2 |
| | Vacation_Inquiry | Master_Script | | 00:03:37 | 00:00:36 | 6 |
| | Schedule_Inquiry | Master_Script | | 00:02:33 | 00:00:31 | 5 |
| | | | Daily 4/9/99 | 00:13:31 | 00:00:37 | 22 |
| | | | Agent: | 00:13:31 | 00:00:37 | 22 |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | |
| | | | Summary: | 00:02:55 | 00:00:35 | 5 |
| 4/9/99 | | | | | | |
| 15:15 | System_Default_Activity_Code | Master_Script | | 00:00:10 | 00:00:10 | 1 |
| | System_Default_Activity_Code | Booking_Script | | 00:02:45 | 00:00:41 | 4 |
| | | | Daily 4/9/99 | 00:02:55 | 00:00:35 | 5 |
| | | | Agent: | 00:02:55 | 00:00:35 | 5 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | |
| | | | Summary: | 00:05:47 | 00:00:50 | 7 |
| 4/9/99 | | | | | | |
| 15:15 | System_Default_Activity_Code | Booking_Script | | 00:05:17 | 00:00:53 | 6 |

im-ag115.rpt

**Printed By: sysadmin 4/26/99 9:16:16 AM** **Page: 1**

# Activity Code By Application

## Description

The Activity Code By Application report allows you to monitor activity time for each application on your system. The Activity Code By Application report includes all activity time and occurrences for an application.

**Notes:**

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-app8.rpt
- dm-app8.rpt
- wm-app8.rpt
- mm-app8.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Activity Time | ActivityTime |
| Average Activity Time | ActivityTime / Occurrences |
| Activity Occurrences | Occurrences |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Activity Code By Application

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

| Agent Login | Agent Name | | ActivityTime | Average Activity Time | Activity Occurrences |
|---|---|---|---|---|---|
| | | **GRAND TOTAL** | | | |
| | | | **01:32:51** | **00:00:35** | **161** |
| **Application: Booking_Script** | | | | | |
| | | Summary: | 00:54:44 | 00:00:42 | 78 |
| **Activity Name & ID: System_Default_Activity_Code - 0** | | | | | |
| | | Summary: | 00:36:59 | 00:00:40 | 55 |
| 4/9/99 | | | | | |
| 15:15 | 6708 | James Jones | 00:00:45 | 00:00:23 | 2 |
| | 6761 | Tom Wilson | 00:02:45 | 00:00:41 | 4 |
| | 6763 | Lori Vandenberg | 00:05:17 | 00:00:53 | 6 |
| | 6912 | Ronnie Heintz | 00:02:32 | 00:00:38 | 4 |
| | 6840 | Donna Royce | 00:06:01 | 00:01:00 | 6 |
| | 6913 | Tajinder Singh | 00:09:15 | 00:00:23 | 24 |
| | 6841 | Brandon Woo | 00:03:12 | 00:00:48 | 4 |
| | 6602 | Rose Stefanopolis | 00:07:12 | 00:01:26 | 5 |
| | | Daily 4/9/99 | 00:36:59 | 00:00:40 | 55 |
| | | Activity | 00:36:59 | 00:00:40 | 55 |
| **Activity Name & ID: Schedule_Inquiry - 430** | | | | | |
| | | Summary: | 00:10:45 | 00:00:46 | 14 |
| 4/9/99 | | | | | |
| 15:15 | 6840 | Donna Royce | 00:00:14 | 00:00:14 | 1 |
| | 6841 | Brandon Woo | 00:01:01 | 00:01:01 | 1 |
| | 6763 | Lori Vandenberg | 00:06:53 | 00:00:46 | 9 |
| | 6913 | Tajinder Singh | 00:00:08 | 00:00:08 | 1 |
| | 6708 | James Jones | 00:00:41 | 00:00:41 | 1 |
| | 6602 | Rose Stefanopolis | 00:01:48 | 00:01:48 | 1 |
| | | Daily 4/9/99 | 00:10:45 | 00:00:46 | 14 |
| | | Activity | 00:10:45 | 00:00:46 | 14 |
| **Activity Name & ID: Booking - 431** | | | | | |
| | | Summary: | 00:07:00 | 00:00:47 | 9 |
| 4/9/99 | | | | | |
| 15:15 | 6602 | Rose Stefanopolis | 00:01:09 | 00:00:35 | 2 |
| | 6912 | Ronnie Heintz | 00:00:29 | 00:00:29 | 1 |
| | 6708 | James Jones | 00:01:02 | 00:00:31 | 2 |
| | 6840 | Donna Royce | 00:00:13 | 00:00:13 | 1 |
| | 6841 | Brandon Woo | 00:02:29 | 00:01:15 | 2 |
| | 6761 | Tom Wilson | 00:01:38 | 00:01:38 | 1 |
| | | Daily 4/9/99 | 00:07:00 | 00:00:47 | 9 |
| | | Activity | 00:07:00 | 00:00:47 | 9 |
| | | Application | 00:54:44 | 00:00:42 | 78 |

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# Not Ready Reason Code By Agent

## Description

Meridian 1 switch only. The Not Ready Reason Code By Agent report allows you to monitor why agents went in to Not Ready state. In the Activity Codes window on the client, you can define Not Ready reason codes. When an agent goes into Not Ready state and enters one of these codes, the incident is pegged in the ActivityCodeStat view.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt20.rpt
- dm-agt20.rpt
- wm-agt20.rpt
- mm-agt20.rpt

## Filter

- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Total Time | ActivityTime |
| Average Time | ActivityTime / Occurrences |
| Number of Occurrences | Occurrences |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Not Ready Reason Codes By Agent

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

| Not Ready Reason Code | | Not Ready Reason Codes: Total Time | Average Time | Number of Occurrences |
|---|---|---|---|---|
| **GRAND TOTAL** | | **00:05:51** | **00:00:59** | **6** |
| **Agent Name & ID: Rose Stefanopolis - 6602** | Summary: | 00:00:52 | 00:00:26 | 2 |
| 4/9/99 | | | | |
| 15:15 | Sick | 00:00:52 | 00:00:26 | 2 |
| | Daily 4/9/99 | 00:00:52 | 00:00:26 | 2 |
| | Agent: | 00:00:52 | 00:00:26 | 2 |
| **Agent Name & ID: Donna Royce - 6840** | Summary: | 00:02:55 | 00:01:28 | 2 |
| 4/9/99 | | | | |
| 15:15 | Sick | 00:02:14 | 00:02:14 | 1 |
| | Rest | 00:00:41 | 00:00:41 | 1 |
| | Daily 4/9/99 | 00:02:55 | 00:01:28 | 2 |
| | Agent: | 00:02:55 | 00:01:28 | 2 |
| **Agent Name & ID: Brandon Woo - 6841** | Summary: | 00:00:59 | 00:00:59 | 1 |
| 4/9/99 | | | | |
| 15:15 | Admin | 00:00:59 | 00:00:59 | 1 |
| | Daily 4/9/99 | 00:00:59 | 00:00:59 | 1 |
| | Agent: | 00:00:59 | 00:00:59 | 1 |
| **Agent Name & ID: Tajinder Singh - 6913** | Summary: | 00:01:05 | 00:01:05 | 1 |
| 4/9/99 | | | | |
| 15:15 | Rest | 00:01:05 | 00:01:05 | 1 |
| | Daily 4/9/99 | 00:01:05 | 00:01:05 | 1 |
| | Agent: | 00:01:05 | 00:01:05 | 1 |
| **GRAND TOTAL** | | **00:05:51** | **00:00:59** | **6** |

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# Section B: Agent reports

## In this section


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# Agent Average Calls per Hour

## Description

The Agent Average Calls per Hour report shows summarized performance information on the calls each agent answers per hour logged in. The report provides three hourly averages for the time the agent was logged in: the average calls answered, the average time spent with callers, and the average time spent in the Not Ready state.

This report allows call center managers to detect peculiarities in agent performance, such as an abnormal amount of not ready time on a specific day, and to investigate the cause.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- dm-agt9.rpt
- wm-agt9.rpt
- mm-agt9.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Average Answered per Hour | **Meridian 1 switch:** (CallsAnswered + ACDCallsAnswered + NACDCallsAnswered) / (LoggedInTime / 3600)<br>**DMS switch:** (CallsAnswered + ACDCallsAnswered ) / (LoggedInTime / 3600) |
| Average Talk Time | **Meridian 1 switch:** (TalkTime + ACDCallsTalkTime + NACDCallsTalkTime) / (LoggedInTime / 3600)<br>**DMS switch:** (TalkTime + ACDCallsTalkTime) / (LoggedInTime / 3600) |
| Average Not Ready Time | NotReadyTime / (LoggedInTime / 3600) |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). The report also contains a grand total for all agents.

# Agent Average Calls per Hour - Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dAgentPerformanceStat

Report Interval: 00:00:00 07 May, 1999 - 23:45:00 07 May, 1999

| | Average Answered per Hour | Average Talk Time | Average Not Ready Time |
|---|---|---|---|
| **GRAND TOTAL** | | | |
| | **22.77** | **00:46:56** | **00:02:12** |
| **Agent Name & ID: Jon Carlos - 6709** | | | |
| Summary: | 16.80 | 00:44:39 | 00:02:32 |
| 4/6/99 | 16.80 | 00:44:39 | 00:02:32 |
| Agent | 16.80 | 00:44:39 | 00:02:32 |
| **Agent Name & ID: Tom Wilson - 6761** | | | |
| Summary: | 52.00 | 01:00:52 | 00:00:04 |
| 4/6/99 | 52.00 | 01:00:52 | 00:00:04 |
| Agent | 52.00 | 01:00:52 | 00:00:04 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | |
| Summary: | 48.00 | 00:57:12 | 00:03:40 |
| 4/6/99 | 48.00 | 00:57:12 | 00:03:40 |
| Agent | 48.00 | 00:57:12 | 00:03:40 |
| **Agent Name & ID: Brandon Woo - 6841** | | | |
| Summary: | 38.34 | 00:56:44 | 00:00:04 |
| 4/6/99 | 38.34 | 00:56:44 | 00:00:04 |
| Agent | 38.34 | 00:56:44 | 00:00:04 |
| **Agent Name & ID: Dylan Marcus - 6844** | | | |
| Summary: | 32.00 | 00:46:32 | 00:00:04 |
| 4/6/99 | 32.00 | 00:46:32 | 00:00:04 |
| Agent | 32.00 | 00:46:32 | 00:00:04 |
| **Agent Name & ID: Ronnie Heintz - 6912** | | | |
| Summary: | 68.00 | 01:01:28 | 00:00:04 |
| 4/6/99 | 68.00 | 01:01:28 | 00:00:04 |
| Agent | 68.00 | 01:01:28 | 00:00:04 |
| **GRAND TOTAL** | | | |
| | **22.77** | **00:46:56** | **00:02:12** |

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# Agent Average Calls per Hour, Bottom 5

## Description

The Agent Average Calls per Hour, Bottom 5 report shows summarized performance information for the five agents who answered the least Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- dm-agt11.rpt
- wm-agt11.rpt
- mm-agt11.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Field descriptions

The fields in this report are identical to those in the Agent Average Calls per hour report (see page 372), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls.

# Agent Average Calls per Hour, Top 5

## Description

The Agent Average Calls per Hour, Top 5 report shows summarized performance information for the five agents who answered the most Symposium Call Center Server, ACD, and NACD calls. It provides details on calls answered, average talk time, and average not ready time.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- dm-agt10.rpt
- wm-agt10.rpt
- mm-agt10.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Field descriptions

The fields in this report are identical to those in the Agent Average Calls per hour report (see page 372), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls.

# Agent by Activity Code

## Description

The Agent by Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, and support calls.

**Notes:**

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt19.rpt
- dm-agt19.rpt
- wm-agt19.rpt
- mm-agt19.rpt

## Filters

- activity code

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Activity Time | ActivityTime |
| Average Activity Time | ActivityTime / Occurrences |
| Activity Occurrences | Occurrences |

## Summaries

The report provides totals for each activity code, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all activity codes.

# Agent By Activity Code

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:14:49 09 April, 1999

| | Agent Name and ID | Application | Activity Time | Average Activity Time | Occurrences |
|---|---|---|---|---|---|
| | | | | GRAND TOTAL | |
| | | | 01:32:51 | 00:00:35 | 161 |
| **Activity Name & Code: System_Default_Activity_Code - 0** | | | | | |
| | | Summary: | 01:02:18 | 00:00:31 | 121 |
| 4/9/99 | | | | | |
| 15:15 | Tom Wilson - 6761 | Master_Script | 00:00:10 | 00:00:10 | 1 |
| 15:15 | James Jones - 6708 | Booking_Script | 00:00:45 | 00:00:23 | 2 |
| 15:15 | Ronnie Heintz - 6912 | Booking_Script | 00:02:32 | 00:00:38 | 4 |
| 15:15 | Lori Vandenberg - 6763 | Booking_Script | 00:05:17 | 00:00:53 | 6 |
| 15:15 | Tom Wilson - 6761 | Booking_Script | 00:02:45 | 00:00:41 | 4 |
| 15:15 | Brandon Woo - 6841 | Booking_Script | 00:03:12 | 00:00:48 | 4 |
| 15:15 | Ronnie Heintz - 6912 | Master_Script | 00:09:51 | 00:00:28 | 21 |
| 15:15 | Donna Royce - 6840 | Master_Script | 00:06:52 | 00:00:14 | 29 |
| 15:15 | Tajinder Singh - 6913 | Master_Script | 00:05:31 | 00:00:30 | 11 |
| 15:15 | James Jones - 6708 | Master_Script | 00:00:15 | 00:00:15 | 1 |
| 15:15 | Lori Vandenberg - 6763 | Master_Script | 00:00:30 | 00:00:30 | 1 |
| 15:15 | Brandon Woo - 6841 | Master_Script | 00:00:20 | 00:00:20 | 1 |
| 15:15 | Donna Royce - 6840 | Booking_Script | 00:06:01 | 00:01:00 | 6 |
| 15:15 | Rose Stefanopolis - 6602 | Booking_Script | 00:07:12 | 00:01:26 | 5 |
| 15:15 | Tajinder Singh - 6913 | Booking_Script | 00:09:15 | 00:00:23 | 24 |
| 15:15 | Rose Stefanopolis - 6602 | Booking_Script | 00:07:12 | 00:01:26 | 5 |
| 15:15 | Tajinder Singh - 6913 | Booking_Script | 00:09:15 | 00:00:23 | 24 |
| 15:15 | Rose Stefanopolis - 6602 | Master_Script | 00:01:50 | 00:01:50 | 1 |
| | | Daily 4/9/99 | 01:02:18 | 00:00:31 | 121 |
| | | Activity | 01:02:18 | 00:00:31 | 121 |
| **Activity Name & Code: Schedule_Inquiry - 430** | | | | | |
| | | Summary: | 00:15:18 | 00:00:46 | 20 |
| 4/9/99 | | | | | |
| 15:15 | Tajinder Singh - 6913 | Booking_Script | 00:00:08 | 00:00:08 | 1 |
| 15:15 | James Jones - 6708 | Master_Script | 00:02:33 | 00:00:31 | 5 |
| 15:15 | Rose Stefanopolis - 6602 | Master_Script | 00:02:00 | 00:02:00 | 1 |
| 15:15 | Rose Stefanopolis - 6602 | Booking_Script | 00:01:48 | 00:01:48 | 1 |
| 15:15 | Donna Royce - 6840 | Booking_Script | 00:00:14 | 00:00:14 | 1 |
| 15:15 | Brandon Woo - 6841 | Booking_Script | 00:01:01 | 00:01:01 | 1 |
| 15:15 | Lori Vandenberg - 6763 | Booking_Script | 00:06:53 | 00:00:46 | 9 |
| 15:15 | James Jones - 6708 | Booking_Script | 00:00:41 | 00:00:41 | 1 |
| | | Daily 4/9/99 | 00:15:18 | 00:00:46 | 20 |
| | | Activity | 00:15:18 | 00:00:46 | 20 |
| **Activity Name & Code: Booking - 431** | | | | | |
| | | Summary: | 00:07:00 | 00:00:47 | 9 |
| 4/9/99 | | | | | |
| 15:15 | Tom Wilson - 6761 | Booking_Script | 00:01:38 | 00:01:38 | 1 |
| 15:15 | James Jones - 6708 | Booking_Script | 00:01:02 | 00:00:31 | 2 |
| 15:15 | Donna Royce - 6840 | Booking_Script | 00:00:13 | 00:00:13 | 1 |
| 15:15 | Rose Stefanopolis - 6602 | Booking_Script | 00:01:09 | 00:00:35 | 2 |

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# Agent By Application Performance

## Description

The Agent By Application Performance report shows summarized agent performance data for each application under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within an application.

## Views

- AgentByApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt16.rpt
- dm-agt16.rpt
- wm-agt16.rpt
- mm-agt16.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Answered | CallsAnswered |
| Talk Time | TalkTime |
| Average Talk Time | TalkTime / CallsAnswered |
| Post Call Processing Time | PostCallProcessingTime |

## Summaries

The report provides totals for each application, and subtotals for each agent. For each agent, it breaks statistics down by day, week, or month, depending on the reporting periods selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Agent By Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:45:00 06 April, 1999 - 14:00:00 06 April, 1999

Table Names: iAgentByApplicationStat

| | Answered | Talk Time | Average Talk Time | Post Call Processing Time |
|---|---|---|---|---|
| **GRAND TOTAL** | | | | |
| | **24** | **00:24:29** | **00:01:01** | **00:01:22** |
| **Application: Vacations_Script** | | | | |
| Summary: | 24 | 00:24:29 | 00:01:01 | 00:01:22 |
| **Agent Name & ID: James Jones - 6708** | | | | |
| Summary: | 11 | 00:09:08 | 00:00:50 | 00:00:30 |
| 4/6/99 | | | | |
| 14:00 | 11 | 00:09:08 | 00:00:50 | 00:00:30 |
| Daily 4/6/99 | 11 | 00:09:08 | 00:00:50 | 00:00:30 |
| Agent | 11 | 00:09:08 | 00:00:50 | 00:00:30 |
| **Agent Name & ID: Jon Carlos - 6709** | | | | |
| Summary: | 5 | 00:06:52 | 00:01:22 | 00:00:30 |
| 4/6/99 | | | | |
| 14:00 | 5 | 00:06:52 | 00:01:22 | 00:00:30 |
| Daily 4/6/99 | 5 | 00:06:52 | 00:01:22 | 00:00:30 |
| Agent | 5 | 00:06:52 | 00:01:22 | 00:00:30 |
| **Agent Name & ID: Toni Morelli - 6710** | | | | |
| Summary: | 8 | 00:08:29 | 00:01:04 | 00:00:22 |
| 4/6/99 | | | | |
| 14:00 | 8 | 00:08:29 | 00:01:04 | 00:00:22 |
| Daily 4/6/99 | 8 | 00:08:29 | 00:01:04 | 00:00:22 |
| Agent | 8 | 00:08:29 | 00:01:04 | 00:00:22 |
| Application | 24 | 00:24:29 | 00:01:01 | 00:01:22 |
| **GRAND TOTAL** | | | | |
| | **24** | **00:24:29** | **00:01:01** | **00:01:22** |

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**Page: 1**

# Agent By Skillset Performance

## Description

The Agent By Skillset Performance report shows summarized agent performance data for each skillset under review. The report details performance statistics such as the total number of calls answered, total time spent servicing call center callers, and average call length.

This report is an indicator of agent performance within a skillset. It helps managers identify agents who have difficulty with a specific skill. The report also highlights agents who need additional training or reassignment to a different skillset.

## Views

- AgentBySkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt14.rpt
- dm-agt14.rpt
- wm-agt14.rpt
- mm-agt14.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

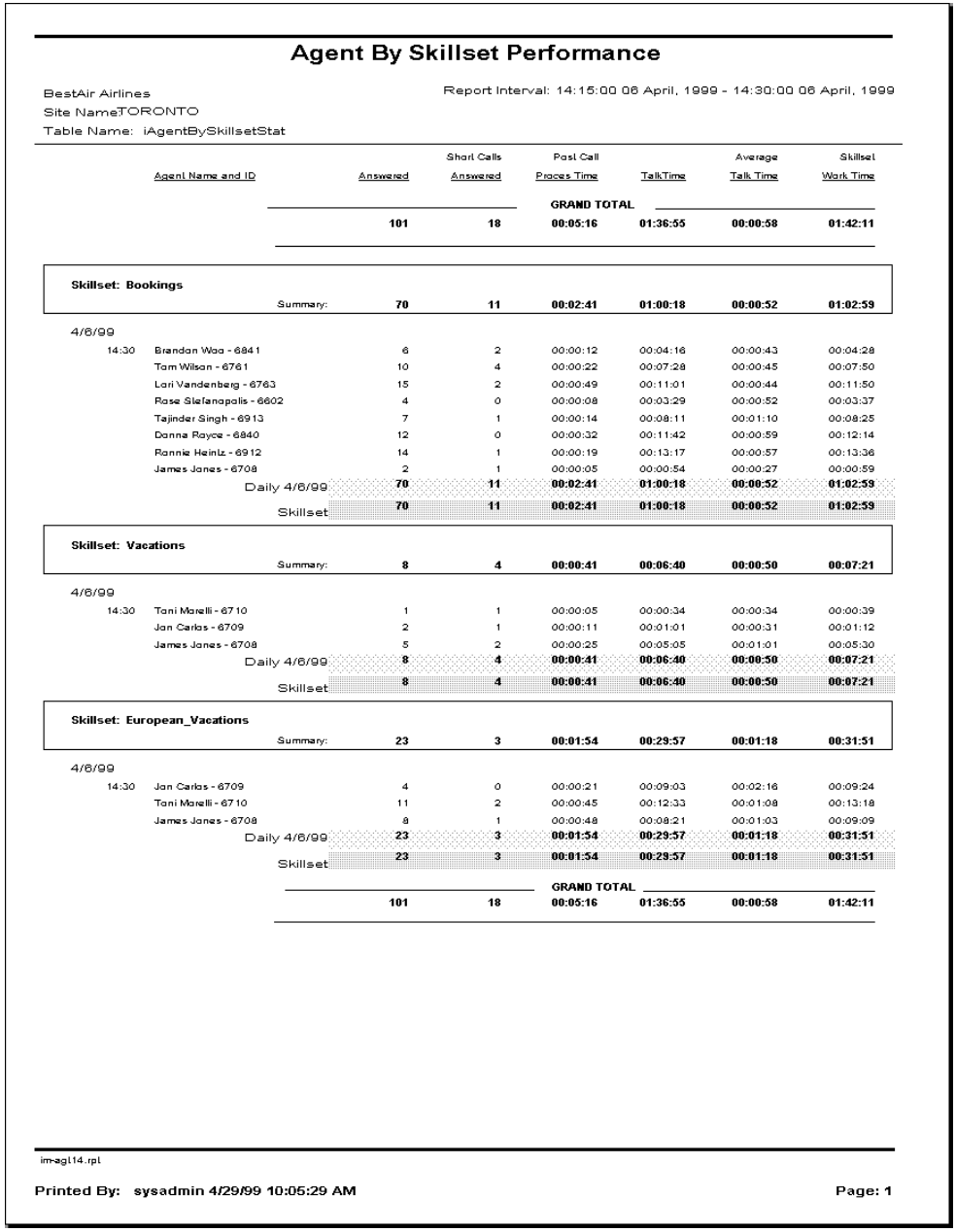
## Statistics

| Report field | View field/Formula |
|---|---|
| Answered | CallsAnswered |
| Short Calls Answered | ShortCallsAnswered |
| Post Call Processing Time | PostCallProcessingTime |
| Talk Time | TalkTime |
| Average Talk Time | TalkTime / CallsAnswered |
| Skillset Work Time (Meridian 1 only) | TalkTime + PostCallProcessingTime |

## Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by agent. The report also contains a grand total for all skillsets.

# Meridian 1 report



## Agent By Skillset Performance

BestAir Airlines
Site NameTORONTO
Table Name: iAgentBySkillsetStat

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

| | Agent Name and ID | | Answered | Short Calls Answered | Post Call Proces Time | TalkTime | Average Talk Time | Skillset Work Time |
|---|---|---|---|---|---|---|---|---|
| | | | | | GRAND TOTAL | | | |
| | | | 101 | 18 | 00:05:16 | 01:36:55 | 00:00:58 | 01:42:11 |
| **Skillset: Bookings** | | | | | | | | |
| | | Summary: | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 | 01:02:59 |
| 4/6/99 | | | | | | | | |
| 14:30 | Brandon Wac - 6841 | | 6 | 2 | 00:00:12 | 00:04:16 | 00:00:43 | 00:04:28 |
| | Tom Wilson - 6761 | | 10 | 4 | 00:00:22 | 00:07:28 | 00:00:45 | 00:07:50 |
| | Lori Vandenberg - 6763 | | 15 | 2 | 00:00:49 | 00:11:01 | 00:00:44 | 00:11:50 |
| | Rose Stefanopolis - 6602 | | 4 | 0 | 00:00:08 | 00:03:29 | 00:00:52 | 00:03:37 |
| | Tajinder Singh - 6913 | | 7 | 1 | 00:00:14 | 00:08:11 | 00:01:10 | 00:08:25 |
| | Donna Royce - 6840 | | 12 | 0 | 00:00:32 | 00:11:42 | 00:00:59 | 00:12:14 |
| | Ronnie Heinlz - 6912 | | 14 | 1 | 00:00:19 | 00:13:17 | 00:00:57 | 00:13:36 |
| | James Jones - 6708 | | 2 | 1 | 00:00:05 | 00:00:54 | 00:00:27 | 00:00:59 |
| | | Daily 4/6/99 | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 | 01:02:59 |
| | | Skillset | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 | 01:02:59 |
| **Skillset: Vacations** | | | | | | | | |
| | | Summary: | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 | 00:07:21 |
| 4/6/99 | | | | | | | | |
| 14:30 | Toni Marelli - 6710 | | 1 | 1 | 00:00:05 | 00:00:34 | 00:00:34 | 00:00:39 |
| | Jon Carlos - 6709 | | 2 | 1 | 00:00:11 | 00:01:01 | 00:00:31 | 00:01:12 |
| | James Jones - 6708 | | 5 | 2 | 00:00:25 | 00:05:05 | 00:01:01 | 00:05:30 |
| | | Daily 4/6/99 | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 | 00:07:21 |
| | | Skillset | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 | 00:07:21 |
| **Skillset: European_Vacations** | | | | | | | | |
| | | Summary: | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 | 00:31:51 |
| 4/6/99 | | | | | | | | |
| 14:30 | Jon Carlos - 6709 | | 4 | 0 | 00:00:21 | 00:09:03 | 00:02:16 | 00:09:24 |
| | Toni Marelli - 6710 | | 11 | 2 | 00:00:45 | 00:12:33 | 00:01:08 | 00:13:18 |
| | James Jones - 6708 | | 8 | 1 | 00:00:48 | 00:08:21 | 00:01:03 | 00:09:09 |
| | | Daily 4/6/99 | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 | 00:31:51 |
| | | Skillset | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 | 00:31:51 |
| | | | | | GRAND TOTAL | | | |
| | | | 101 | 18 | 00:05:16 | 01:36:55 | 00:00:58 | 01:42:11 |

im-agl14.rpt

**Printed By: sysadmin 4/29/99 10:05:29 AM** **Page: 1**

# DMS report

## Agent By Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentBySkillsetStat

Report Interval: 14:15:00 06 April, 1999 - 14:30:00 06 April, 1999

| Agent Name and ID | Answered | Short Calls Answered | Post Call Proces. Time | TalkTime | Average Talk Time |
|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | |
| | **101** | **18** | **00:05:16** | **01:36:55** | **00:00:58** |
| **Skillset: Bookings** | | | | | |
| Summary: | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 |
| 4/6/99 | | | | | |
| 14:30 Brandon Woo - 6841 | 6 | 2 | 00:00:12 | 00:04:16 | 00:00:43 |
| Tom Wilson - 6761 | 10 | 4 | 00:00:22 | 00:07:28 | 00:00:45 |
| Lori Vandenberg - 6763 | 15 | 2 | 00:00:49 | 00:11:01 | 00:00:44 |
| Rose Stefanopolis - 6602 | 4 | 0 | 00:00:08 | 00:03:29 | 00:00:52 |
| Tajinder Singh - 6913 | 7 | 1 | 00:00:14 | 00:08:11 | 00:01:10 |
| Donna Royce - 6840 | 12 | 0 | 00:00:32 | 00:11:42 | 00:00:59 |
| Ronnie Heintz - 6912 | 14 | 1 | 00:00:19 | 00:13:17 | 00:00:57 |
| James Jones - 6708 | 2 | 1 | 00:00:05 | 00:00:54 | 00:00:27 |
| Daily 4/6/99 | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 |
| Skillset | 70 | 11 | 00:02:41 | 01:00:18 | 00:00:52 |
| **Skillset: Vacations** | | | | | |
| Summary: | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 |
| 4/6/99 | | | | | |
| 14:30 Toni Morelli - 6710 | 1 | 1 | 00:00:05 | 00:00:34 | 00:00:34 |
| Jon Carlos - 6709 | 2 | 1 | 00:00:11 | 00:01:01 | 00:00:31 |
| James Jones - 6708 | 5 | 2 | 00:00:25 | 00:05:05 | 00:01:01 |
| Daily 4/6/99 | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 |
| Skillset | 8 | 4 | 00:00:41 | 00:06:40 | 00:00:50 |
| **Skillset: European_Vacations** | | | | | |
| Summary: | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 |
| 4/6/99 | | | | | |
| 14:30 Jon Carlos - 6709 | 4 | 0 | 00:00:21 | 00:09:03 | 00:02:16 |
| Toni Morelli - 6710 | 11 | 2 | 00:00:45 | 00:12:33 | 00:01:08 |
| James Jones - 6708 | 8 | 1 | 00:00:48 | 00:08:21 | 00:01:03 |
| Daily 4/6/99 | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 |
| Skillset | 23 | 3 | 00:01:54 | 00:29:57 | 00:01:18 |
| **GRAND TOTAL** | | | | | |
| | **101** | **18** | **00:05:16** | **01:36:55** | **00:00:58** |

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# Agent DN Performance

## Description

The Agent DN Performance report shows the amount of time that agents spend on their personal or secondary directory numbers (DNs). The report records incoming and outgoing information, including the total number of DN calls and the average amount of time spent on DN calls. On the Meridian 1 switch, the report also compares internal and external DN call activity.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt5.rpt
- dm-agt5.rpt
- wm-agt5.rpt
- mm-agt5.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Transfer/conference statistics

| Report field | View field/Formula |
|---|---|
| DN Calls Conferenced | DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |
| DN Calls Transferred | DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |

## Incoming DN calls statistics

### Meridian 1 switch

| Report field | View field/Formula |
|---|---|
| Total | DNInIntCalls + DNInExtCalls |
| Internal | DNInIntCalls |
| Average Int Talk Time | DNInIntCallsTalkTime / DNInIntCalls |
| External | DNInExtCalls |
| Average Ext Talk Time | DNInExtCallsTalkTime / DNInExtCalls |

### DMS switch

| Report field | View field/Formula |
|---|---|
| DN In Calls | DNInCalls |
| Average DN In Calls Talk Time | DNInCallsTalkTime / DNInCalls |

## Outgoing DN call statistics

### Meridian 1 switch

| Report field | View field/Formula |
|---|---|
| Total | DNOutIntCalls + DNOutExtCalls |
| Internal | DNOutIntCalls |
| Average Int Talk Time | DNOutIntCallsTalkTime / DNOutIntCalls |
| External | DNOutExtCalls |
| Average Ext Talk Time | DNOutExtCallsTalkTime / DNOutExtCalls |

### DMS switch

| Report field | View field/Formula |
|---|---|
| DN Out Calls | DNOutCalls |
| Average DN Out Calls Talk Time | DNOutCallsTalkTime / DNOutCalls |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent DN Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | DN Calls Conferenced | DN Calls Transferred | Incoming DN Calls Total | Incoming DN Calls Avg. Int. Internal | Incoming DN Calls Avg. Int. Talk Time | Incoming DN Calls Avg. Ext. External | Incoming DN Calls Avg. Ext. Talk Time | Outgoing DN Calls Total | Outgoing DN Calls Avg. Int. Internal | Outgoing DN Calls Avg. Int. Talk Time | Outgoing DN Calls Avg. Ext. External | Outgoing DN Calls Avg. Ext. Talk Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | |
| | **0** | **0** | **12** | **4** | **00:00:18** | **8** | **00:01:17** | **7** | **3** | **00:00:29** | **4** | **00:00:50** |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | | |
| Supervisor Name & ID: Chris Konings - 7870 | | | | | | | | | | | | |
| Summary: | 0 | 0 | 8 | 2 | 00:00:35 | 6 | 00:01:42 | 3 | 1 | 00:01:27 | 2 | 00:01:39 |
| 4/6/99 | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 8 | 2 | 00:00:35 | 6 | 00:01:42 | 3 | 1 | 00:01:27 | 2 | 00:01:39 |
| Daily 4/6/99 | 0 | 0 | 8 | 2 | 00:00:35 | 6 | 00:01:42 | 3 | 1 | 00:01:27 | 2 | 00:01:39 |
| Agent | 0 | 0 | 8 | 2 | 00:00:35 | 6 | 00:01:42 | 3 | 1 | 00:01:27 | 2 | 00:01:39 |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | | | | | | | |
| Summary: | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:00 | 2 | 1 | 00:00:00 | 1 | 00:00:00 |
| 4/6/99 | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:00 | 2 | 1 | 00:00:00 | 1 | 00:00:00 |
| Daily 4/6/99 | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:00 | 2 | 1 | 00:00:00 | 1 | 00:00:00 |
| Agent | 0 | 0 | 1 | 0 | 00:00:00 | 1 | 00:00:00 | 2 | 1 | 00:00:00 | 1 | 00:00:00 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | | | | | | | |
| Summary: | 0 | 0 | 1 | 1 | 00:00:01 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| 4/6/99 | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 1 | 1 | 00:00:01 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 0 | 1 | 1 | 00:00:01 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| Agent | 0 | 0 | 1 | 1 | 00:00:01 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |

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# DMS report

## Agent DN Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 13:30:00 06 April, 1999

| | DN Calls Conferenced | DN Calls Transferred | Incoming DN Calls DN In Calls | Incoming DN Calls Avg. DN In Calls Talk Time | Outgoing DN Calls DN Out Calls | Outgoing DN Calls Avg. DN Out Calls Talk Time |
|---|---|---|---|---|---|---|
| **GRAND TOTAL** | **0** | **0** | **4** | **00:00:18** | **3** | **00:00:29** |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | |
| Supervisor Name & ID: Chris Konings - 7870 | | | | | | |
| Summary: | 0 | 0 | 2 | 00:00:35 | 1 | 00:01:27 |
| 4/6/99 | | | | | | |
| 13:30 | 0 | 0 | 2 | 00:00:35 | 1 | 00:01:27 |
| Daily 4/6/99 | 0 | 0 | 2 | 00:00:35 | 1 | 00:01:27 |
| Agent | 0 | 0 | 2 | 00:00:35 | 1 | 00:01:27 |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | |
| Summary: | 0 | 0 | 0 | 00:00:00 | 1 | 00:00:00 |
| 4/6/99 | | | | | | |
| 13:30 | 0 | 0 | 0 | 00:00:00 | 1 | 00:00:00 |
| Daily 4/6/99 | 0 | 0 | 0 | 00:00:00 | 1 | 00:00:00 |
| Agent | 0 | 0 | 0 | 00:00:00 | 1 | 00:00:00 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | |
| Summary: | 0 | 0 | 1 | 00:00:01 | 0 | 00:00:00 |
| 4/6/99 | | | | | | |
| 13:30 | 0 | 0 | 1 | 00:00:01 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 0 | 1 | 00:00:01 | 0 | 00:00:00 |
| Agent | 0 | 0 | 1 | 00:00:01 | 0 | 00:00:00 |
| **Agent Name & ID: Brandon Woo - 6841** | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | |
| Summary: | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| 4/6/99 | | | | | | |
| 13:30 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| Agent | 0 | 0 | 0 | 00:00:00 | 0 | 00:00:00 |
| **Agent Name & ID: Dylan Marcus - 6844** | | | | | | |
| Supervisor Name & ID: Pat Wilson - 7871 | | | | | | |
| Summary: | 0 | 0 | 1 | 00:00:01 | 1 | 00:00:01 |
| 4/6/99 | | | | | | |
| 13:30 | 0 | 0 | 1 | 00:00:01 | 1 | 00:00:01 |
| Daily 4/6/99 | 0 | 0 | 1 | 00:00:01 | 1 | 00:00:01 |
| Agent | 0 | 0 | 1 | 00:00:01 | 1 | 00:00:01 |

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# Agent DN Performance Calls Answered, Bottom 5

## Description

Meridian 1 switch only. The Agent DN Performance Calls Answered, Bottom 5 report shows summarized performance information on the five agents, by supervisor, who answered the lowest number of DN calls. This report details call totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- im-agt7.rpt
- dm-agt7.rpt
- wm-agt7.rpt
- mm-agt7.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 389), except that they are for the five agents who answered the *lowest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

# Agent DN Performance Calls Answered, Top 5

## Description

The Agent DN Performance Calls Answered, Top 5 report shows summarized performance information on the five agents who answered the highest number of DN calls. The report details totals for incoming and outgoing DN calls, including internal and external calls answered or generated.

## Views

- AgentPerformanceStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- im-agt6.rpt
- dm-agt6.rpt
- wm-agt6.rpt
- mm-agt6.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics and summaries

The statistics in this report are identical to those in the Agent DN Performance report (see page 389), except that they are for the five agents who answered the *highest* number of Symposium Call Center Server calls. Statistics are summarized in the same way as for the Agent DN Performance report.

# Agent Login/Logout

## Description

The Agent Login/Logout report shows login, logout, walkaway, and return from walkaway occurrences for each agent. The report also shows the times at which these events occurred.

This report shows how much time agents spend at their stations during the day, perhaps to help payroll staff determine the total hours worked.

**Note:** Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

## View

- eAgentLoginStat

## Template

- em-agt12.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Date | Timestamp |
| Time | Time |
| Event Type | EventType |
| Position ID | PositionID |
| Walkaway Duration | Time at Walkaway – Time at End of Walkaway |
| Login Duration | Time at Logout – Time at Login |
| Shift Duration | Duration |
| Total (Walkaway Duration) | Sum of Walkaway Duration |
| % Walkaway | Total Walkaway Duration / Shift Duration |
| Total (Login Duration) | Sum of Logged In Duration |
| % Login | Total Login Duration / Shift Duration |

# Agent Login / Logout

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

Report Interval: 00:00:00 14 April, 1999 - 23:59:00 14 April, 1999

| Date | Time | Event Type | Walkaway Duration | Login Duration |
|---|---|---|---|---|
| **Agent Login & Name: 6708 - James Jones** | | | | |
| 4/7/99 | 9:00 | Login | 00:00:00 | 00:00:00 |
| | 10:15 | Logout | 00:00:00 | 01:15:01 |
| | 10:30 | Login | 00:00:00 | 00:00:00 |
| | 11:06 | Walkaway | 00:00:00 | 00:00:00 |
| | 11:13 | Returned from Walkaway | 00:07:04 | 00:00:00 |
| | 12:15 | Logout | 00:00:00 | 01:14:50 |
| | 13:15 | Login | 00:00:00 | 00:00:00 |
| | 15:30 | Logout | 00:00:00 | 01:30:03 |
| | 15:45 | Login | 00:00:00 | 00:00:00 |
| | 17:00 | Logout | 00:00:00 | 01:13:22 |
| **Shift Duration:** | **08:00:00** | | **Total: 00:07:04** | **% Walkaway: 0.00** **Total: 05:13:16** **% Login: 65.26** |
| **Agent Login & Name: 6709 - Jon Carlos** | | | | |
| 4/7/99 | 09:30 | Login | 00:00:00 | 00:00:00 |
| | 10:30 | Logout | 00:00:00 | 00:59:52 |
| | 10:45 | Login | 00:00:00 | 00:00:00 |
| | 12:00 | Logout | 00:00:00 | 01:14:52 |
| | 3:15 | Login | 00:00:00 | 00:00:00 |
| | 4:03 | Walkaway | 00:00:00 | 00:00:00 |
| | 4:10 | Returned from Walkaway | 00:07:10 | 00:00:00 |
| | 5:30 | Logout | 00:00:00 | 01:30:43 |
| **Shift Duration:** | **08:00:00** | | **Total: 00:07:10** | **% Walkaway: 0.00** **Total: 03:45:27** **% Login: 46.97** |

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# Agent Network/NACD Activity

## Description

Meridian 1 switch only. The Agent Network/NACD Activity report shows agent activity on network and networked ACD-DN calls. The report shows calls answered, conferenced, and transferred. The report also shows total and average talk time for network and NACD calls.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt17.rpt
- dm-agt17.rpt
- wm-agt17.rpt
- mm-agt17.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Network Answered | NetworkCallsAnswered |
| Network Talk Time (Networking option) | NetworkCallsTalkTime |
| Avg Network Talk Time (Networking option) | NetworkCallsTalkTime / NetworkCallsAnswered |
| NACD Answered | NACDCallsAnswered |
| NACD Talk Time | NACDCallsTalkTime |
| Average NACD Talk Time | NACDCallsTalkTime / NACDCallsAnswered |
| Instances Reserved for a Call | ReservedForCall |
| Reserved Time | ReservedTime |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent Network / NACD Activity

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Network Answered | Network Talk Time | Average Network Talk Time | NACD Answered | NACD TalkTime | Average NACD TalkTime | Instances Reserved for a Call | Reserved Time |
|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | |
| | 5 | 00:04:15 | 00:00:51 | 7 | 00:02:23 | 00:00:20 | 5 | 00:00:38 |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | |
| Summary: | 1 | 00:00:45 | 00:00:45 | 0 | 00:00:00 | 00:00:00 | 1 | 00:00:15 |
| 4/6/99 | | | | | | | | |
| 13:30 | 1 | 00:00:45 | 00:00:45 | 0 | 00:00:00 | 00:00:00 | 1 | 00:00:15 |
| Daily 4/6/99 | 1 | 00:00:45 | 00:00:45 | 0 | 00:00:00 | 00:00:00 | 1 | 00:00:15 |
| Agent | 1 | 00:00:45 | 00:00:45 | 0 | 00:00:00 | 00:00:00 | 1 | 00:00:15 |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | | | |
| Summary: | 0 | 00:00:00 | 00:00:00 | 2 | 00:01:19 | 00:00:40 | 0 | 00:00:00 |
| 4/6/99 | | | | | | | | |
| 13:30 | 0 | 00:00:00 | 00:00:00 | 2 | 00:01:19 | 00:00:40 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 00:00:00 | 00:00:00 | 2 | 00:01:19 | 00:00:40 | 0 | 00:00:00 |
| Agent | 0 | 00:00:00 | 00:00:00 | 2 | 00:01:19 | 00:00:40 | 0 | 00:00:00 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | | | |
| Summary: | 4 | 00:03:29 | 00:00:52 | 0 | 00:00:00 | 00:00:00 | 4 | 00:00:23 |
| 4/6/99 | | | | | | | | |
| 13:30 | 4 | 00:03:29 | 00:00:52 | 0 | 00:00:00 | 00:00:00 | 4 | 00:00:23 |
| Daily 4/6/99 | 4 | 00:03:29 | 00:00:52 | 0 | 00:00:00 | 00:00:00 | 4 | 00:00:23 |
| Agent | 4 | 00:03:29 | 00:00:52 | 0 | 00:00:00 | 00:00:00 | 4 | 00:00:23 |
| **Agent Name & ID: Brandon Woo - 6841** | | | | | | | | |
| Summary: | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| 4/6/99 | | | | | | | | |
| 13:30 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| Agent | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| **Agent Name & ID: Dylan Marcus - 6844** | | | | | | | | |
| Summary: | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| 4/6/99 | | | | | | | | |
| 13:30 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| Daily 4/6/99 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |
| Agent | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 0 | 00:00:00 |

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# Agent Performance

## Description

The Agent Performance report shows summarized performance information for a specific agent. The report tracks agents' call handling activities for incoming Symposium Call Center Server, ACD, and (on the Meridian 1 switch) NACD calls, drawing attention to activities that should be rewarded or weaknesses that may need to be addressed.

You can use this report to compare overall productivity, measured by the time agents spend at their positions and how often they are busy during a shift.

**Note:** Only compare agents who have similar skillset assignments, as different call types can offer different service levels.

Call lengths can also be an important indicator of an agent's rapport with customers.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt1.rpt
- dm-agt1.rpt
- wm-agt1.rpt
- mm-agt1.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Summary statistics

| Report field | View field/Formula |
|---|---|
| Logged In Time | LoggedInTime |
| Skillset Talk Time | TalkTime |
| Avg Skillset Talk Time | TalkTime / CallsAnswered |
| Avg ACD/NACD Talk Time (Meridian 1) | ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered |
| Avg ACD Talk Time (DMS) | ACDCallsTalkTime / ACDCallsAnswered |
| DN Talk Time | **Meridian 1 switch:** DNInExtCallsTalkTime + DNInIntCallsTalkTime + DNOutExtCallsTalkTime + DNOutIntCallsTalkTime<br>**DMS switch:** DNInCallsTalkTime + DNOutCallsTalkTime |
| Not Ready Time | NotReadyTime |
| Break Time (Meridian 1) | BreakTime |

| Report field | View field/Formula |
|---|---|
| Variable Wrap Time (DMS) | VariableWrapTime |
| Ring Time | RingTime |
| Waiting Time | WaitingTime |
| Walkaway Time | WalkawayTime |
| N/W Time (Networking option) | NetworkCallsTalkTime |
| Resrv'd Time (Networking/ NACD options) | ReservedTime |
| Calls Present'd | CallsOffered |
| Skillset Ans'd | CallsAnswered |
| N/W Ans'd (Networking option) | NetworkCallsAnswered |
| Resrv'd for Call (Networking/NACD options) | ReservedForCall |
| ACD/NACD Ans'd (Meridian 1) | ACDCallsAnswered + NACDCallsAnswered |
| ACDAns'd (DMS) | ACDCallsAnswered |
| Short Calls Ans'd | ShortCallsAnswered |
| DN Calls | **Meridian 1 switch:** DNInExtCalls + DNInIntCalls + DNOutExtCalls + DNOutIntCalls<br>**DMS switch:** DNInCalls + DNOutCalls |

| Report field | View field/Formula |
|---|---|
| Conf Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |
| Trans Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |
| % Work (DMS switch) | [(TalkTime + NotReadyTime + ACDCallsTalkTime) x 100] / LoggedInTime |
| Return Calls to Que | CallsReturnedtoQ |
| Return Calls Due to Timeout | CallsReturnedToQDueToTimeout |

## Agent statistics

| Report field | View field/Formula |
|---|---|
| % Work (Meridian 1) | [(TalkTime + NotReadyTime + ACDCallsTalkTime + NACDCallsTalkTime) x 100] / LoggedInTime |
| Average Skillset Talk Time | TalkTime / CallsAnswered |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Logged In Time | Skillset Talk Time | Avg ACD/ NACD Talk Time | DN Talk Time | Not Ready Time | Break Time | Ring Time | Waiting Time | Walk away Time | NAV Time | Re-srv'd Time | Calls Pre-sent'd | Skillset Ans'd | NAV Ans'd | Re-srv'd to Call | ACD/ NACD Ans'd | Short Calls Ans'd | DN Calls | Conf Out | Trans Out | Return Calls From To Que | Return Calls From Time Out |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | | | | |
| | 01:29:05 | 01:16:01 | 00:00:30 | 00:03:49 | 00:01:41 | 00:42:10 | 00:00:18 | 00:03:26 | 00:00:00 | 00:04:38 | 00:00:46 | 65 | 60 | 6 | 7 | 12 | 9 | 19 | 3 | 4 | 4 | 4 |
| | | | Avg Skillset Talk Time: | | 00:01:16 | | | | | | | | | % Work: | 94.01 | | | | | | | |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | | | | | | | | | | | | |
| | 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |
| | | | Avg Skillset Talk Time: | | 00:00:56 | | | | | | | | | % Work: | 78.78 | | | | | | | |
| 4/6/99 13:00 | 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |
| Daily | 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |
| | | | Avg Skillset Talk Time: | | 00:00:56 | | | | | | | | | % Work: | 78.78 | | | | | | | |
| Agent | 00:15:00 | 00:11:07 | 00:00:00 | 00:03:45 | 00:00:42 | 00:01:10 | 00:00:08 | 00:01:11 | 00:00:00 | 00:00:45 | 00:00:15 | 14 | 12 | 1 | 1 | 0 | 5 | 11 | 2 | 3 | 1 | 1 |
| | | | Avg Skillset Talk Time: | | 00:00:56 | | | | | | | | | % Work: | 78.78 | | | | | | | |

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# Agent Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 09:30:00 04 April, 1999 - 09:45:00 04 April, 1999

| | Logged In Time | Skillset Talk Time | Average Skillset Talk Time | Average ACD Talk Time | DN Talk Time | Not Ready Time | Variable Wrap Time | Ring Time | Waiting Time | Walk away Time | Calls Pre-sent'd | Skillset Ans'd | ACD Ans'd | Short Calls Ans'd | DN Calls | Conf Out | Trans Out | Return Calls % | Return Calls From To Que | Return Calls From To Time Out |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | | |
| | **01:29:05** | **01:15:49** | **00:01:21** | **00:00:36** | **00:02:39** | **00:01:21** | **00:41:54** | **00:00:24** | **00:02:33** | **00:00:12** | **60** | **56** | **5** | **9** | **7** | **3** | **3** | **89.95 %** | **4** | **4** |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | | | | | | | | | | |
| | **00:15:00** | **00:10:55** | **00:01:22** | **00:00:25** | **00:02:36** | **00:00:22** | **00:00:54** | **00:00:14** | **00:00:18** | **00:00:12** | **9** | **8** | **1** | **5** | **3** | **2** | **2** | **78.00** | **1** | **1** |
| 4/6/99 13:30 | 00:15:00 | 00:10:55 | 00:01:22 | 00:00:25 | 00:02:36 | 00:00:22 | 00:00:54 | 00:00:14 | 00:00:18 | 00:00:12 | 9 | 8 | 1 | 5 | 3 | 2 | 2 | 78.00 | 1 | 1 |
| Daily | **00:15:00** | **00:10:55** | **00:01:22** | **00:00:25** | **00:02:36** | **00:00:22** | **00:00:54** | **00:00:14** | **00:00:18** | **00:00:12** | **9** | **8** | **1** | **5** | **3** | **2** | **2** | **78.00** | **1** | **1** |
| Agent | **00:15:00** | **00:10:55** | **00:01:22** | **00:00:25** | **00:02:36** | **00:00:22** | **00:00:54** | **00:00:14** | **00:00:18** | **00:00:12** | **9** | **8** | **1** | **5** | **3** | **2** | **2** | **78.00** | **1** | **1** |

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# Agent Performance By Supervisor

## Description

The Agent Performance By Supervisor report shows summarized agent performance information grouped by assigned supervisor. The report shows call totals, the amount of time agents spent in different states, and time averages.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt4.rpt
- dm-agt4.rpt
- wm-agt4.rpt
- mm-agt4.rpt

## Filters

- supervisor login ID
- supervisor name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Call total statistics

| Report field | View field/Formula |
|---|---|
| Answered | CallsAnswered |
| ACD/NACD Answd (Meridian 1) | ACDCallsAnswered + NACDCallsAnswered |
| ACD Answd (DMS) | ACDCallsAnswered |
| N/W Answd (Networking option) | NetworkCallsAnswered |
| Skillset Confd | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther |
| Confd Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther |
| Short Calls Answered | ShortCallsAnswered |
| Skillset Transfd | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther |

| Report field | View field/Formula |
|---|---|
| Transfd Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |
| Resv'd For Call (Networking/NACD options) | ReservedForCall |
| Retnd to Que | CallsReturnedToQ |
| Retnd to Que Due Timeout | CallsReturnedToQDueToTimeout |

## Time summary statistics

| Report field | View field/Formula |
|---|---|
| Logged In Time | LoggedInTime |
| Not Ready Time | NotReadyTime |
| Break Time (Meridian 1) | BreakTime |
| Resvd Time (Networking/ NACD options) | ReservedTime |
| Ring Time | RingTime |
| Walkaway Time | WalkawayTime |

| Report field | View field/Formula |
|---|---|
| ACD/NACD Talk Time (Meridian 1) | ACDCallsTalkTime + NACDCallsTalkTime |
| ACD Talk Time (DMS) | ACDCallsTalkTime |
| Skillset Talk Time | TalkTime |
| Variable Wrap Time (DMS) | VariableWrapTime |
| N/W Time (Networking option) | |
| Waiting Time | WaitingTime |

## Time averages

| Report field | View field/Formula |
|---|---|
| Average Not Ready Time | Total NotReadyTime / Agents Logged In |
| Average ACD/NACD Talk Time (Meridian 1) | ACDCallsTalkTime + NACDCallsTalkTime / ACDCallsAnswered + NACDCallsAnswered |
| Average ACD Talk Time (DMS) | ACDCallsTalkTime / ACDCallsAnswered |
| Average Skillset Talk Time | Total TalkTime / Agents Logged In |

## Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

| | Answered | ACD/ NACD Answd | NAN Answd | Skillset Confd | Confd Out | Short Calls Answered | Skillset Transfd | Transfd Out | Resrvd For Call | Rtn To Que | Rtn to Que due Timeout | Logged In Time | Not Ready Time | Break Time | Resrvd Time | Ring Time | Walkaway Time | ACD/ NACD Talk Time | Skillset Talk Time | NAN Time | Waiting Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| GRAND TOTAL | 60 | 12 | 6 | 2 | 3 | 9 | 3 | 4 | 7 | 4 | 4 | 01:29:05 | 00:01:41 | 00:42:10 | 00:00:46 | 00:00:18 | 00:00:00 | 00:06:03 | 01:16:01 | 00:04:38 | 00:03:26 |
| Supervisor Name & ID: Chris Konings - 7870 | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Agent Name & ID: Jon Carlos - 6709 | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Time Averages | Not Ready Time: 00:00:04 | | | | | | | | | | | ACD/NACD Talk Time: 00:00:00 | | | | | | | Skillset Talk Time: 00:00:56 | | |
| 4/6/99 13:00 | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Daily 4/6/99 | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Time Averages | Not Ready Time: 00:00:04 | | | | | | | | | | | ACD/NACD Talk Time: 00:00:00 | | | | | | | Skillset Talk Time: 00:00:56 | | |
| Agent | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |
| Supervisor | 12 | 0 | 1 | 2 | 2 | 5 | 3 | 3 | 1 | 1 | 1 | 00:15:00 | 00:00:42 | 00:01:10 | 00:00:15 | 00:00:08 | 00:00:00 | 00:00:00 | 00:11:07 | 00:00:45 | 00:01:11 |

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**Page 1 of 4**

# Agent Performance By Supervisor

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Answered | ACD Answd | Skillset Confd | Confd Out | Short Calls Answered | Skillset Transfd | Transfd Out | Rtn To Que | Rtn to Que due Timeout | Logged In Time | Not Ready Time | Ring Time | Walkaway Time | ACD Talk Time | Skillset Talk Time | Variable Wrap Time | Waiting Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | **56** | **5** | **1** | **3** | **9** | **2** | **3** | **4** | **4** | **01:29:05** | **00:01:21** | **00:00:24** | **00:00:12** | **00:02:58** | **01:15:49** | **00:41:54** | **00:02:33** |
| **Supervisor Name & ID: Chris Konings - 7870** | **8** | **1** | **1** | **2** | **5** | **2** | **2** | **1** | **1** | **00:15:00** | **00:00:22** | **00:00:14** | **00:00:12** | **00:00:25** | **00:10:55** | **00:00:54** | **00:00:18** |
| **Agent Name & ID: Jon Carlos - 6709** | **8** | **1** | **1** | **2** | **5** | **2** | **2** | **1** | **1** | **00:15:00** | **00:00:22** | **00:00:14** | **00:00:12** | **00:00:25** | **00:10:55** | **00:00:54** | **00:00:18** |
| **Time Averages** | **Not Ready Time: 00:00:02** | | | | | | **ACD Talk Time: 00:00:25** | | | | | | | | **Skillset Talk Time: 00:01:22** | | |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 13:30 | 8 | 1 | 1 | 2 | 5 | 2 | 2 | 1 | 1 | 00:15:00 | 00:00:22 | 00:00:14 | 00:00:12 | 00:00:25 | 00:10:55 | 00:00:54 | 00:00:18 |
| **Daily 4/6/99** | **8** | **1** | **1** | **2** | **5** | **2** | **2** | **1** | **1** | **00:15:00** | **00:00:22** | **00:00:14** | **00:00:12** | **00:00:25** | **00:10:55** | **00:00:54** | **00:00:18** |
| **Time Averages** | **Not Ready Time: 00:00:02** | | | | | | **ACD Talk Time: 00:00:25** | | | | | | | | **Skillset Talk Time: 00:01:22** | | |
| Agent | **8** | **1** | **1** | **2** | **5** | **2** | **2** | **1** | **1** | **00:15:00** | **00:00:22** | **00:00:14** | **00:00:12** | **00:00:25** | **00:10:55** | **00:00:54** | **00:00:18** |
| Supervisor | **8** | **1** | **1** | **2** | **5** | **2** | **2** | **1** | **1** | **00:15:00** | **00:00:22** | **00:00:14** | **00:00:12** | **00:00:25** | **00:10:55** | **00:00:54** | **00:00:18** |

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# Agent Performance Calls Answered, Bottom 5

## Description

The Agent Performance Calls Answered, Bottom 5 report is a daily report that shows summarized performance information for the five agents who answered the lowest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Bottom 5 report compares agent-specific time summaries—such as total logged in time and not ready time—to a group average. Agents who appear frequently on this report may need assistance or further training to improve call handling productivity.

## Views

- AgentPerformanceStat

## Collection frequency

- daily

## Template

- dm-agt3.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Call total statistics

| Report field | View field/Formula |
|---|---|
| Skillset Ansd | CallsAnswered |
| Skillset Conf | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther |
| Skillset Transf | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther |
| Resv For Call (Networking/NACD options) | ReservedForCall |
| Short Calls Ansd | ShortCallsAnswered |
| ACD/NACD Ansd (Meridian 1) | ACDCallsAnswered + NACDCallsAnswered |
| ACD Ansd (DMS) | ACDCallsAnswered |
| Retn to Q | CallsReturnedToQ |
| Retn to Q Timeout | CallsReturnedToQDueToTimeout |
| Total Ansd | CallsAnswered + ACDCallsAnswered + NACDCallsAnswered |
| Total Conf | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDNs + DNCallsConfToOther |

| Report field | View field/Formula |
|---|---|
| Total Transf | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |

## Time summary statistics

| Report field | View field/Formula |
|---|---|
| Logged In | LoggedInTime |
| Not Ready | NotReadyTime |
| Break (Meridian 1) | BreakTime |
| Reserved (Networking/ NACD options) | ReservedTime |
| Ring | RingTime |
| Walkaway | WalkawayTime |
| ACD/NACD Talk | ACDCallsAnswered + NACDCallsAnswered |
| Skillset Talk | TalkTime |
| Waiting | WaitingTime |

## Time averages statistics

| Report field | View field/Formula |
|---|---|
| Logged In | LoggedInTime / Login Occurrences |
| Not Ready | NotReadyTime / Not Ready Occurrences |
| Break (Meridian 1) | BreakTime / Break Occurrences |
| Reserved (Networking/ NACD options) | ReservedTime / Reserved Occurrences |
| Ring | RingTime / Ring Occurrences |
| Walkaway | WalkawayTime / Number of walkaway occurrences |
| ACD/NACD Talk (Meridian 1) | Average(ACDCallsTalkTime + NACDCallsTalkTime) |
| ACD Talk (DMS) | Average (ACDCallsTalkTime) |
| Skillset Talk | Average(TalkTime) |
| Variable Wrap | Average(VariableWrapTime) |
| Waiting | Average(WaitingTime) |

## Summaries

The report provides totals for each agent, and subtotals for each day in the reporting period. The report also contains a grand total for all agents.

## Meridian 1 report



Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 10:15:00 07 May, 1999 - 10:30:00 07 May, 1999

Table Name: dAgentPerformanceSat

| Skillset Area | Skillset Conf | Skillset Trans | Resv for Call | Call Totals: Short Calls Area | Call Totals: ACD Calls Area | Call Totals: Rgn To O | Rgn Time Out | Total Area | Total Conf | Total Trans | Time Summaries: Logged In | Not Ready | Busy | Reserved | Ring | Walkaway | ACD Calls Talk | Skillset Talk | Waiting |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| GRAND TOTAL | | | | | | | | | | | | | | | | | | | |
| 202 | 4 | 3 | 0 | 3 | 11 | 0 | 1 | 216 | 5 | 3 | 07:15:00 | 00:00:47 | 00:00:00 | 00:00:00 | 00:20:10 | 00:00:00 | 00:12:00 | 06:40:15 | 00:09:18 |
| Averages : | | | | | | | | | | | 03:37:30 | 00:00:24 | 00:00:00 | 00:00:00 | 00:10:05 | 00:00:00 | 00:06:00 | 03:20:10 | 00:04:39 |
| Agent Name & ID: Tom Wilson - 6761 | | | | | | | | | | | | | | | | | | | |
| Supervisor Name & ID: Chris Konings - 7870 | | | | | | | | | | | | | | | | | | | |
| 10 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 13 | 1 | 0 | 00:15:00 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:01 | 00:00:00 | 00:01:50 | 00:13:23 | 00:00:32 |
| Averages : | | | | | | | | | | | 00:15:00 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:01 | 00:00:00 | 00:01:50 | 00:13:23 | 00:00:32 |
| 57100 | 10 | 0 | 0 | 0 | 3 | 0 | 0 | 13 | 1 | 0 | 00:15:00 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:01 | 00:00:00 | 00:01:50 | 00:13:23 | 00:00:32 |
| Agent | 10 | 0 | 0 | 0 | 3 | 0 | 0 | 13 | 1 | 0 | 00:15:00 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:01 | 00:00:00 | 00:01:50 | 00:13:23 | 00:00:32 |
| Averages : | | | | | | | | | | | 00:15:00 | 00:00:01 | 00:00:00 | 00:00:00 | 00:00:01 | 00:00:00 | 00:01:50 | 00:13:23 | 00:00:32 |
| Agent Name & ID: James Jones - 6708 | | | | | | | | | | | | | | | | | | | |
| Supervisor Name & ID: Chris Konings - 7870 | | | | | | | | | | | | | | | | | | | |
| 192 | 4 | 3 | 0 | 3 | 11 | 0 | 1 | 203 | 4 | 3 | 07:00:00 | 00:00:46 | 00:00:00 | 00:00:00 | 00:20:05 | 00:00:00 | 00:10:10 | 06:26:56 | 00:09:46 |
| Averages : | | | | | | | | | | | 07:00:00 | 00:00:46 | 00:00:00 | 00:00:00 | 00:20:05 | 00:00:00 | 00:10:10 | 06:26:56 | 00:09:46 |
| 57100 | 192 | 4 | 3 | 0 | 3 | 11 | 0 | 1 | 203 | 4 | 3 | 07:00:00 | 00:00:46 | 00:00:00 | 00:00:00 | 00:20:05 | 00:00:00 | 00:10:10 | 06:26:56 | 00:09:46 |
| Agent | 192 | 4 | 3 | 0 | 3 | 11 | 0 | 1 | 203 | 4 | 3 | 07:00:00 | 00:00:46 | 00:00:00 | 00:00:00 | 00:20:05 | 00:00:00 | 00:10:10 | 06:26:56 | 00:09:46 |
| Averages : | | | | | | | | | | | 07:00:00 | 00:00:46 | 00:00:00 | 00:00:00 | 00:20:05 | 00:00:00 | 00:10:10 | 06:26:56 | 00:09:46 |
| GRAND TOTAL | | | | | | | | | | | | | | | | | | | |
| 202 | 4 | 3 | 0 | 3 | 14 | 0 | 1 | 216 | 5.0 | 3 | 07:15:00 | 00:00:47 | 00:00:00 | 00:00:00 | 00:20:10 | 00:00:00 | 00:12:00 | 06:40:15 | 00:09:18 |
| Averages : | | | | | | | | | | | 03:37:30 | 00:00:24 | 00:00:00 | 00:00:00 | 00:10:05 | 00:00:00 | 00:06:00 | 03:20:10 | 00:04:39 |

dm-agt3.rpt

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# Agent Performance Calls Answered - Bottom 5 , Daily

BestAir Airlines

Site Name: TORONTO

Report Interval: 00:00:00 07 May, 1999 - 00:00:00 08 May, 1999

Table Name: dAgentPerformanceStat

| | Call Totals | | | | | | | | | | Time Summaries | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Skillset Ansd | Skillset Conf | Skillset Transf | Short Calls Ansd | ACD Ansd | Rtn To Q | Rtn to Q Time Out | Total Ansd | Total Conf | Total Transf | Logged In | Not Ready | Ring | Walkaway | ACD Talk | Skillset Talk | Variable Wrap | Waiting |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | |
| | **1,329** | **11** | **3** | **3** | **16** | **5** | **5** | **1,345** | | | **55:51:51** | **00:03:54** | **02:54:25** | **00:00:00** | **00:17:30** | **46:15:00** | **00:00:00** | **02:15:38** |
| | | | | | | | | **Averages :** | | | **06:12:26** | **00:00:26** | **00:19:23** | **00:00:00** | **00:01:57** | **05:08:20** | **00:00:00** | **00:15:04** |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | | | | | | | | | | | | | |
| **Supervisor Name & ID: Chris Konings - 7870** | | | | | | | | | | | | | | | | | | |
| | **7** | **1** | **0** | **0** | **1** | **0** | **0** | **8** | | | **00:15:00** | **00:00:01** | **00:00:01** | **00:00:00** | **00:00:31** | **00:13:23** | **00:00:00** | **00:00:32** |
| | | | | | | | | **Averages :** | | | **00:15:00** | **00:00:01** | **00:00:01** | **00:00:00** | **00:00:31** | **00:13:23** | **00:00:00** | **00:00:32** |
| 5/7/99 | 7 | 1 | 0 | 0 | 1 | 0 | 0 | 8 | | | 00:15:00 | 00:00:01 | 00:00:01 | 00:00:00 | 00:00:31 | 00:13:23 | 00:00:00 | 00:00:32 |
| Agent | **7** | **1** | **0** | **0** | **1** | **0** | **0** | **8** | | | **00:15:00** | **00:00:01** | **00:00:01** | **00:00:00** | **00:00:31** | **00:13:23** | **00:00:00** | **00:00:32** |
| | | | | | | | | **Averages :** | | | **00:15:00** | **00:00:01** | **00:00:01** | **00:00:00** | **00:00:31** | **00:13:23** | **00:00:00** | **00:00:32** |
| **Agent Name & ID: Bill Macintosh - 6920** | | | | | | | | | | | | | | | | | | |
| **Supervisor Name & ID: Chris Konings - 7870** | | | | | | | | | | | | | | | | | | |
| | **109** | **0** | **0** | **0** | **0** | **0** | **0** | **109** | | | **06:43:21** | **00:00:00** | **00:20:01** | **00:00:00** | **00:00:00** | **04:26:20** | **00:00:00** | **00:19:58** |
| | | | | | | | | **Averages :** | | | **06:43:21** | **00:00:00** | **00:20:01** | **00:00:00** | **00:00:00** | **04:26:20** | **00:00:00** | **00:19:58** |
| 5/7/99 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 109 | | | 06:43:21 | 00:00:00 | 00:20:01 | 00:00:00 | 00:00:00 | 04:26:20 | 00:00:00 | 00:19:58 |
| Agent | **109** | **0** | **0** | **0** | **0** | **0** | **0** | **109** | | | **06:43:21** | **00:00:00** | **00:20:01** | **00:00:00** | **00:00:00** | **04:26:20** | **00:00:00** | **00:19:58** |
| | | | | | | | | **Averages :** | | | **06:43:21** | **00:00:00** | **00:20:01** | **00:00:00** | **00:00:00** | **04:26:20** | **00:00:00** | **00:19:58** |
| **Agent Name & ID: Brandon Woo - 6841** | | | | | | | | | | | | | | | | | | |
| **Supervisor Name & ID: Pat Wilson - 7871** | | | | | | | | | | | | | | | | | | |
| | **151** | **2** | **0** | **0** | **0** | **4** | **4** | **151** | | | **07:00:00** | **00:03:07** | **00:25:21** | **00:00:00** | **00:00:00** | **05:35:09** | **00:00:00** | **00:18:29** |
| | | | | | | | | **Averages :** | | | **07:00:00** | **00:03:07** | **00:25:21** | **00:00:00** | **00:00:00** | **05:35:09** | **00:00:00** | **00:18:29** |
| 5/7/99 | 151 | 2 | 0 | 0 | 0 | 4 | 4 | 151 | | | 07:00:00 | 00:03:07 | 00:25:21 | 00:00:00 | 00:00:00 | 05:35:09 | 00:00:00 | 00:18:29 |

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# Agent Performance Calls Answered, Top 5

## Description

The Agent Performance Calls Answered, Top 5 report is a daily report that shows call center managers summarized performance information for the five agents who answered the highest number of Symposium Call Center Server calls.

The Agent Performance Calls Answered, Top 5 report compares agent-specific time summaries—such as total logged in time and not ready time—to a group average. Managers can track performance and may offer incentives based on agent appearances in this report.

## Views

- AgentPerformanceStat

## Collection frequency

- daily

## Template

- m-agt2.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics and summaries

The statistics in this report are identical to those in the Agent Performance Calls Answered, Bottom 5 report (see page 394), except that they are for the five agents who answered the *highest* number of calls. The statistics are summarized in the same way as in the Agent Performance Calls Answered, Bottom 5 report.

# Agent Short Calls

## Description

The Agent Short Calls report shows summarized information on short call performance, grouping the data into supervisor and agent summaries.

## Definition: Short call

A short call is an incoming Symposium Call Center Server or ACD call that lasts less than a predetermined amount of time, as defined for the threshold class to which the skillset belongs. For example, a short call can occur if a caller hangs up due to dialing the wrong number.

Short calls can also occur if an agent inadvertently presses the wrong button on the phoneset. Symposium Call Center Server and ACD calls that were answered, transferred, conferenced, and returned to queue are also itemized within this report. A large number of short calls may suggest a need for further training.

## Views

- AgentPerformanceStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-agt8.rpt
- dm-agt8.rpt
- wm-agt8.rpt
- mm-agt8.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Short Calls Answered | ShortCallsAnswered |
| Skillset Answered | CallsAnswered |
| Skillset Conferenced | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther |
| Skillset Transferred | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther |
| Returned to Queue | CallsReturnedToQ |

| Report field | View field/Formula |
|---|---|
| Reserved For Call (Networking/NACD options) | ReservedForCall |
| ACD/NACD Answered (Meridian 1) | ACDCallsAnswered + NACDCallsAnswered |
| ACD Answered (DMS) | ACDCallsAnswered |
| Returned to Q Due to Timeout | CallsReturnedToQDueToTimeout |
| Total Answered | CallsAnswered + ACDCallsAnswered + NACDCallsAnswered |
| Total Conferenced | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |
| Total Transferred | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |

## Summaries

The report provides totals for each supervisor, and subtotals for each agent. Agent statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent Short Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Short Calls Answered | Skillset Answered | Skillset Conferenced | Skillset Transferred | Returned To Queue | Reserved For Call | ACD/NACD Answered | Returned to Q Due to Timeout | Total Answered | Total Conferenced | Total Transferred |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | |
| | **9** | **60** | **2** | **3** | **4** | **7** | **12** | **4** | **72** | **3** | **4** |
| **Supervisor Name & ID: Chris Konings - 7870** | | | | | | | | | | | |
| Summary: | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | |
| Summary: | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |
| 4/6/99 13:30 | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |
| Daily 4/6/99 | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |
| Agent | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |
| Supervisor | 5 | 12 | 2 | 3 | 1 | 1 | 0 | 1 | 12 | 2 | 3 |

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# Agent Short Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Short Calls Answered | Skillset Answered | Skillset Conferenced | Skillset Transferred | Returned To Queue | ACD Answered | Returned to Q Due to Timeout | Total Answered | Total Conferenced | Total Transferred |
|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | |
| | **9** | **56** | **1** | **2** | **4** | **5** | **4** | **61** | **3** | **3** |
| **Supervisor Name & ID: Chris Konings - 7870** | | | | | | | | | | |
| Summary: | **5** | **8** | **1** | **2** | **1** | **1** | **1** | **9** | **2** | **2** |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | |
| Summary: | **5** | **8** | **1** | **2** | **1** | **1** | **1** | **9** | **2** | **2** |
| 4/6/99 | | | | | | | | | | |
| 13:30 | 5 | 8 | 1 | 2 | 1 | 1 | 1 | 9 | 2 | 2 |
| Daily 4/6/99 | **5** | **8** | **1** | **2** | **1** | **1** | **1** | **9** | **2** | **2** |
| Agent | **5** | **8** | **1** | **2** | **1** | **1** | **1** | **9** | **2** | **2** |
| Supervisor | **5** | **8** | **1** | **2** | **1** | **1** | **1** | **9** | **2** | **2** |

# Agent Transferred/Conferenced Activity

## Description

The Agent Transferred/Conferenced Activity report shows detailed statistics about calls conferenced and transferred by agents. The report provides summarized totals for the time period under review.

This report helps managers identify agents who may have difficulty with a specific skill. It can also highlight agents who need additional training or reassignment to a different skillset.

## Views

- AgentPerformanceStat

## Templates

- im-agt18.rpt
- dm-agt18.rpt
- wm-agt18.rpt
- mm-agt18.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Calls transferred/conferenced by statistics

| Report field | View field/Formula |
|---|---|
| Skillset Transf | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther |
| ACD Transf | ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther |
| DN Transf | DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |
| Skillset Conf | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther |
| ACD Conf | ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther |
| DN Conf | DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |

## Calls transferred/conferenced to statistics

| Report field | View field/Formula |
|---|---|
| Transf ACD | CDNCallsTransferredToIncalls + ACDCallsTransferredToIncalls + DNCallsTransferredToACDDN |

| Report field | View field/Formula |
|---|---|
| Transf DN | CDNCallsTransferredToDN + ACDCallsTransferredToDN + DNCallsTransferredToDN |
| Transf CDN | CDNCallsTransferredToCDN + ACDCallsTransferredToCDN + DNCallsTransferredToCDN |
| Transf Other | CDNCallsTransferredToOther + ACDCallsTransferredToOther + DNCallsTransferredToOther |
| Conf ACD | CDNCallsConferencedToIncalls + ACDCallsConferencedToIncalls + DNCallsConferencedToIncalls |
| Conf DN | CDNCallsConferencedToDN + ACDCallsConferencedToDN + DNCallsConferencedToDN |
| Conf CDN | CDNCallsConferencedToCDN + ACDCallsConferencedToCDN + DNCallsConferencedToCDN |
| Conf Other | CDNCallsConferencedToOther + ACDCallsConferencedToOther + DNCallsConferencedToOther |

## Consultation statistics (Meridian 1)

| Report field | View field/Formula |
|---|---|
| Consultation Time | ConsultationTime |
| Transf Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |
| Conf Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |

## Totals statistics (DMS)

| Report field | View field/Formula |
|---|---|
| Total Transferred Out | CDNCallsTransferredToCDN + CDNCallsTransferredToDN + CDNCallsTransferredToIncalls + CDNCallsTransferredToOther + ACDCallsTransferredToCDN + ACDCallsTransferredToDN + ACDCallsTransferredToIncalls + ACDCallsTransferredToOther + DNCallsTransferredToCDN + DNCallsTransferredToDN + DNCallsTransferredToACDDN + DNCallsTransferredToOther |
| Total Conferenced Out | CDNCallsConfToCDN + CDNCallsConfToDN + CDNCallsConfToIncalls + CDNCallsConfToOther + ACDCallsConfToCDN + ACDCallsConfToDN + ACDCallsConfToIncalls + ACDCallsConfToOther + DNCallsConfToCDN + DNCallsConfToDN + DNCallsConfToACDDN + DNCallsConfToOther |

## Summaries

The report provides totals for each agent, and subtotals for each day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Agent Transferred/Conferenced Activity

BestAir Airlines
Site Name:TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:29:59 06 April, 1999

| | Calls Transferred / Conferenced by Agent | | | | | | Calls Transferred / Conferenced To | | | | | | | | Consultation | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Skillset Transf | ACD Transf | DN Transf | Skillset Conf | ACD Conf | DN Conf | Transf ACD | Transf DN | Transf CDN | Transf Other | Conf ACD | Conf DN | Conf CDN | Conf Other | Consultation Time | Transf Out | Conf Out |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | |
| | 3 | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 3 | 0 | 0 | 1 | 2 | 0 | 00:03:24 | 4 | 3 |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | | | | | | | |
| Summary: | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 00:00:42 | 3 | 2 |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 13:30 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 00:00:42 | 3 | 2 |
| Daily 4/6/99 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 00:00:42 | 3 | 2 |
| Agent | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 00:00:42 | 3 | 2 |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | | | | | | | | | | | | |
| Summary: | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:32 | 0 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:32 | 0 | 0 |
| Daily 4/6/99 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:32 | 0 | 0 |
| Agent | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:32 | 0 | 0 |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | | | | | | | | | | | | |
| Summary: | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 00:00:10 | 1 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 00:00:10 | 1 | 0 |
| Daily 4/6/99 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 00:00:10 | 1 | 0 |
| Agent | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 00:00:10 | 1 | 0 |
| **Agent Name & ID: Brandon Woo - 6841** | | | | | | | | | | | | | | | | | |
| Summary: | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| Daily 4/6/99 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| Agent | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |

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# Agent Transferred/Conferenced Activity

BestAir Airlines
Site Name: TORONTO
Table Name: iAgentPerformanceStat

Report Interval: 13:15:00 06 April, 1999 - 13:30:00 06 April, 1999

| | Calls Transferred / Conferenced by Agent | | | | | | Calls Transferred / Conferenced To | | | | | | | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Skillset Transf | ACD Transf | DN Transf | Skillset Conf | ACD Conf | DN Conf | Transf ACD | Transf DN | Transf CDN | Transf Other | Conf ACD | Conf DN | Conf CDN | Conf Other | Transf Out | Conf Out |
| **GRAND TOTAL** | **2** | **1** | **0** | **1** | **2** | **0** | **0** | **0** | **3** | **0** | **0** | **1** | **2** | **0** | **3** | **3** |
| **Agent Name & ID: Jon Carlos - 6709** | | | | | | | | | | | | | | | | |
| Summary: | **2** | **0** | **0** | **1** | **1** | **0** | **0** | **0** | **2** | **0** | **0** | **1** | **1** | **0** | **2** | **2** |
| 4/6/99 | | | | | | | | | | | | | | | | |
| 13:30 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 2 | 2 |
| **Daily 4/6/99** | **2** | **0** | **0** | **1** | **1** | **0** | **0** | **0** | **2** | **0** | **0** | **1** | **1** | **0** | **2** | **2** |
| **Agent** | **2** | **0** | **0** | **1** | **1** | **0** | **0** | **0** | **2** | **0** | **0** | **1** | **1** | **0** | **2** | **2** |
| **Agent Name & ID: Tom Wilson - 6761** | | | | | | | | | | | | | | | | |
| Summary: | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| 4/6/99 | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Daily 4/6/99** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Agent** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Agent Name & ID: Lori Vandenberg - 6763** | | | | | | | | | | | | | | | | |
| Summary: | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **1** | **0** |
| 4/6/99 | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| **Daily 4/6/99** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **1** | **0** |
| **Agent** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **0** | **1** | **0** | **0** | **0** | **0** | **0** | **1** | **0** |
| **Agent Name & ID: Brandon Woo - 6841** | | | | | | | | | | | | | | | | |
| Summary: | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| 4/6/99 | | | | | | | | | | | | | | | | |
| 13:30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Daily 4/6/99** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Agent** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

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# Estimated Revenue Per Agent

## Description

The Estimated Revenue Per Agent report shows the amount of revenue each agent generates based on the total number of calls taken and the number of times a specified activity code is recorded.

For user-defined reports that use this report as a template, you can set a dollar value to be multiplied against activity code occurrences. This is a useful feature for call centers that offer revenue-based incentives.

**Notes:**

- This report does not include Not Ready activity codes.
- For standard reports, the default dollar value ($1.00) is used.

## Views

- ActivityCodeStat

## Collection frequency

- daily
- weekly
- monthly

## Templates

- dm-agt13.rpt
- wm-agt13.rpt
- mm-agt13.rpt

## Filters

- activity code
- activity name

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Total Activity Time | ActivityTime |
| Total Occurrences | Occurrences |
| Total Estimated Revenue Generated | Occurrences * Per Unit $ (specified at run-time) |

## Summaries

The report provides totals for each agent, and subtotals for each activity code. For each activity code, statistics are further broken down by day, week, or month, depending on the reporting period selected. The report also contains a grand total for all agents.

# Estimated Revenue Per Agent - Daily

BestAir Airlines
Site Name: TORONTO
Table Name: dActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

| | Total Activity Time | Total Occurrences | Total Estimated Revenue Generated |
|---|---|---|---|
| **GRAND TOTAL** | | | |
| | **01:32:51** | **161** | **$161.00** |
| **Agent Name & ID: Rose Stefanopolis - 6602** | | | |
| Summary: | 00:13:59 | 10 | $10.00 |
| **Activity Name & ID: System_Default_Activity_Code - 0** | | | |
| Summary: | 00:09:02 | 6 | $6.00 |
| 4/9/99 | 00:09:02 | 6 | $6.00 |
| Activity | 00:09:02 | 6 | $6.00 |
| **Activity Name & ID: Schedule_Inquiry - 430** | | | |
| Summary: | 00:03:48 | 2 | $2.00 |
| 4/9/99 | 00:03:48 | 2 | $2.00 |
| Activity | 00:03:48 | 2 | $2.00 |
| **Activity Name & ID: Booking - 431** | | | |
| Summary: | 00:01:09 | 2 | $2.00 |
| 4/9/99 | 00:01:09 | 2 | $2.00 |
| Activity | 00:01:09 | 2 | $2.00 |
| Agent | 00:13:59 | 10 | $10.00 |

cm-ag113.rpt

**Printed By: sysadmin 4/11/99 11:04:03 AM** **Page: 1**

# Section C: Application reports

## In this section

Application By Activity Code 442
Application By Skillset 445
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Application Delay Before Answer 458
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# Application By Activity Code

## Description

The Application By Activity Code report allows you to monitor each agent's work and time distribution by the types of calls answered. During calls, agents can identify the call type by entering an activity (Line of Business) code. These codes can identify calls as sales, service, or support calls.

**Notes:**

- This report does not include Not Ready activity codes.
- On the DMS switch, agents cannot use the LOB key while they are conferenced with another agent.

## Views

- ActivityCodeStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-app9.rpt
- dm-app9.rpt
- wm-app9.rpt
- mm-app9.rpt

## Filters

- activity code
- activity name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Activity Time | ActivityTime |
| Average Activity Time | ActivityTime / Occurrences |
| Activity Occurrences | Occurrences |

## Summaries

The report provides totals for each activity code, and subtotals for each application. For each activity code, statistics are broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all agents.

# Application By Activity Code

BestAir Airlines
Site Name: TORONTO
Table Names: iActivityCodeStat

Report Interval: 15:00:00 09 April, 1999 - 15:15:00 09 April, 1999

| | Agent Login | Agent Name | | Activity Time | Average Activity Time | Activity Occurrences |
|---|---|---|---|---|---|---|
| | | | **GRAND TOTAL** | | | |
| | | | | 01:32:51 | 00:00:35 | 161 |
| **Activity Name & ID: System_Default_Activity_Code - 0** | | | | | | |
| | | | Summary: | 01:02:18 | 00:00:31 | 121 |
| **Application: Booking_Script** | | | | | | |
| | | | Summary: | 00:36:59 | 00:00:40 | 55 |
| 4/9/99 | | | | | | |
| | 15:15 | 6708 | James Jones | 00:00:45 | 00:00:23 | 2 |
| | | 6912 | Ronnie Heintz | 00:02:32 | 00:00:38 | 4 |
| | | 6763 | Lori Vandenberg | 00:05:17 | 00:00:53 | 6 |
| | | 6761 | Tom Wilson | 00:02:45 | 00:00:41 | 4 |
| | | 6841 | Brandon Woo | 00:03:12 | 00:00:48 | 4 |
| | | 6602 | Rose Stefanopolis | 00:07:12 | 00:01:26 | 5 |
| | | 6913 | Tajinder Singh | 00:09:15 | 00:00:23 | 24 |
| | | 6840 | Donna Royce | 00:06:01 | 00:01:00 | 6 |
| | | | Daily 4/9/99 | 00:36:59 | 00:00:40 | 55 |
| | | | Application | 00:36:59 | 00:00:40 | 55 |
| **Application: Master_Script** | | | | | | |
| | | | Summary: | 00:25:19 | 00:00:23 | 66 |
| 4/9/99 | | | | | | |
| | 15:15 | 6761 | Tom Wilson | 00:00:10 | 00:00:10 | 1 |
| | | 6912 | Ronnie Heintz | 00:09:51 | 00:00:28 | 21 |
| | | 6840 | Donna Royce | 00:06:52 | 00:00:14 | 29 |
| | | 6913 | Tajinder Singh | 00:05:31 | 00:00:30 | 11 |
| | | 6708 | James Jones | 00:00:15 | 00:00:15 | 1 |
| | | 6763 | Lori Vandenberg | 00:00:30 | 00:00:30 | 1 |
| | | 6841 | Brandon Woo | 00:00:20 | 00:00:20 | 1 |
| | | 6602 | Rose Stefanopolis | 00:01:50 | 00:01:50 | 1 |
| | | | Daily 4/9/99 | 00:25:19 | 00:00:23 | 66 |
| | | | Application | 00:25:19 | 00:00:23 | 66 |
| | | | Activity | 01:02:18 | 00:00:31 | 121 |
| **Activity Name & ID: Schedule_Inquiry - 430** | | | | | | |
| | | | Summary: | 00:15:18 | 00:00:46 | 20 |
| **Application: Booking_Script** | | | | | | |
| | | | Summary: | 00:10:45 | 00:00:46 | 14 |
| 4/9/99 | | | | | | |
| | 15:15 | 6913 | Tajinder Singh | 00:00:08 | 00:00:08 | 1 |

lm-a009.rpt

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# Application By Skillset

## Description

The Application By Skillset report shows summarized application statistics for each skillset under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

This report is an indicator of application contribution to a skillset.

**Note:** This report does not contain statistics for the System_Application.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- imskill3.rpt
- dmskill3.rpt
- wmskill3.rpt
- mmskill3.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Skillset Answered | CallsAnswered |
| Skillset Answered After Thresh | CallsAnsweredAfterThreshold |
| % Ansd After Thresh | CallsAnsweredAfterThreshold / CallsAnswered x 100 |
| Answer Delay | CallsAnsweredDelay |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |
| Maximum Answer Delay | MaxAnsweredDelay |

## Summaries

The report provides totals for each skillset, and subtotals for each application. For each appication, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by application. The report also contains a grand total for all skillsets.

# Application By Skillset

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

| Date | Time | Skillset Answered | Skillset Answered After Thresh | % Ansd After Thresh | Answer Delay | Average Answer Delay | Maximum Answer Delay |
|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | |
| | | 458 | 15 | 3.28% | 01:43:55 | 00:00:14 | 00:00:42 |
| **Skillset: Bookings** | | | | | | | |
| Summary: | | 270 | 8 | 2.96% | 01:02:09 | 00:00:14 | 00:00:42 |
| **Application: Booking_Script** | | | | | | | |
| Summary: | | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| 4/7/99 | | | | | | | |
| | 09:15 | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| Daily 4/7/99 | | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| Application | | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| **Application: Master_Script** | | | | | | | |
| Summary: | | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| 4/7/99 | | | | | | | |
| | 09:15 | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| Daily 4/7/99 | | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| Application | | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| Skillset | | 270 | 8 | 2.96 | 01:02:09 | 00:00:14 | 00:00:42 |
| **Skillset: Default_Skillset** | | | | | | | |
| Summary: | | 0 | 0 | 0.00% | 00:00:00 | 00:00:00 | 00:00:00 |
| **Application: Master_Script** | | | | | | | |
| Summary: | | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 4/7/99 | | | | | | | |
| | 09:15 | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| Daily 4/7/99 | | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| Application | | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| Skillset | | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| **Skillset: European_Vacations** | | | | | | | |
| Summary: | | 135 | 3 | 2.22% | 00:29:24 | 00:00:13 | 00:00:34 |
| **Application: Master_Script** | | | | | | | |
| Summary: | | 26 | 1 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 |

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# Application Call Treatment

## Description

The Application Call Treatment report shows summary performance information about the handling of each call associated with a particular application. The report displays multiple treatments that can occur within the call script or application and the number of calls that received the specified treatments. The report records the number of calls that the system answered, abandoned, offered, routed, and disconnected.

This report measures other treatments within the call script, including commands such as Give Force Busy, Give Route To, or Give Force Disconnect. You can keep a count of the number of callers who receive a specific treatment and service.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

**Note:** If you use the interval data type, remember that a call offered at one interval could be given treatment at another interval.

## Templates

- im-app7.rpt
- dm-app7.rpt
- wm-app7.rpt
- mm-app7.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Overflowed statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsGivenForceOverflow |
| Percentage (%) | CallsGivenForceOverflow / CallsOffered x 100 |
| Average time before | TimeBeforeForceOverflow / number of calls given Force Overflow |
| Average calls per reporting period | CallsGivenForceOverflow / number of reporting periods (intervals, days, weeks, or months) |
| Average time before treatment per reporting period | TimeBeforeForceOverflow / number of reporting periods (intervals, days, weeks, or months) |

## Defaulted statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsGivenDefault |
| Percentage (%) | CallsGivenDefault / CallsOffered x 100 |
| Average time before | TimeBeforeDefault / number of calls given default treatment |

| Report field | View field/Formula |
|---|---|
| Average calls per reporting period | CallsGivenDefault / number of reporting periods (intervals, days, weeks, or months) |
| Average time before treatment per reporting period | TimeBeforeDefault / number of reporting periods (intervals, days, weeks, or months) |

## Given Busy statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsGivenForceBusy |
| Percentage (%) | CallsGivenForceBusy / CallsOffered x 100 |
| Average time before | TimeBeforeForceBusy / number of calls given Force Busy treatment |
| Average calls per reporting period | CallsGivenForceBusy / number of reporting periods (intervals, days, weeks, or months) |
| Average time before treatment per reporting period | TimeBeforeForceBusy / number of reporting periods (intervals, days, weeks, or months) |

## Routed statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsGivenRouteTo |
| Percentage (%) | CallsGivenRouteTo / CallsOffered x 100 |
| Average time before | TimeBeforeRouteTo / Number of calls given Route To treatment |
| Average calls per reporting period | CallsGivenRouteTo / number of reporting periods (intervals, days, weeks, or months) |

| Report field | View field/Formula |
|---|---|
| Average time before treatment per reporting period | TimeBeforeRouteTo / number of reporting periods (intervals, days, weeks, or months) |

## Disconnected statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsGivenForceDisconnect |
| Percentage (%) | CallsGivenForceDisconnect / CallsOffered x 100 |
| Average time before | TimeBeforeForceDisconnect / Number of calls |
| Average calls per reporting period | CallsGivenForceDisconnect / number of reporting periods (intervals, days, weeks, or months) |
| Average time before treatment per reporting period | TimeBeforeForceDisconnect / number of reporting periods (intervals, days, weeks, or months) |

## Offered statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsOffered |

## Answered statistics

| Report field | View field/Formula |
|---|---|
| Quantity | CallsAnswered |
| Percentage (%) | CallsAnswered / CallsOffered x 100 |

| Report field | View field/Formula |
|---|---|
| Average calls per reporting period (interval, day, week, or month) | Calls Answered / number of reporting periods (intervals, days, weeks, or months) |

## Abandoned statistics

| Report field | View field/Formula |
|---|---|
| Total | CallsAbandoned |
| Percentage (%) | CallsAbandoned / CallsOffered x 100 |
| Average calls per reporting period (interval, day, week, or month) | CallsAbandoned / number of reporting periods (intervals, days, weeks, or months) |

## Given Host Lookup statistics

| Report field | View field/Formula |
|---|---|
| Total | CallsGivenHostLookup |
| Percentage (%) | CallsGivenHostLookup / CallsOffered x 100 |
| Average calls per reporting period (interval, day, week, or month) | CallsGivenHostLookup / number of reporting periods (intervals, days, weeks, or months) |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Application Call Treatment

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 13:45:00 05 April, 1999

| | | Overflowed | Defaulted | Given Busy | Routed | Disconnected | Offered | Answered | Abandoned | Given Host Lookup |
|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | |
| | Quantity | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| | Percentage (%) | 0.00% | 9.30% | 2.33% | 0.00% | 0.00% | ---- | 81.40% | 20.93% | 72.09% |
| | Avg time before Treat. | 00:00:02 | 00:00:09 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |
| **Application: Booking_Script** | | | | | | | | | | |
| Total | | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| Average calls per interval | | 0 | 4 | 1 | 0 | 0 | ---- | 35 | 9 | 31 |
| Avg time before treatment per int. | | 00:00:02 | 00:00:34 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |
| Percentage (%) | | 0.00% | 9.30% | 2.33% | 0.00% | 0.00% | ---- | 81.40% | 20.93% | 72.09% |
| 4/5/99 | | | | | | | | | | |
| 13:45 | Quantity | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| | Percentage (%) | 0.00 | 9.30 | 2.33 | 0.00 | 0.00 | ---- | 81.40 | 20.93 | 72.09 |
| | Avg time before Treat. | 00:00:02 | 00:00:09 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |
| **Daily 4/5/99** | Total | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| | Avg calls per int. | 0 | 4 | 1 | 0 | 0 | ---- | 35 | 9 | 31 |
| | Avg time before Treat. | 00:00:02 | 00:00:34 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |
| | Percentage (%) | 0.00 | 9.30 | 2.33 | 0.00 | 0.00 | ---- | 81.40 | 20.93 | 72.09 |
| **Application** | Quantity | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| | Percentage (%) | 0.00 | 9.30 | 2.33 | 0.00 | 0.00 | ---- | 81.40 | 20.93 | 72.09 |
| | Avg time before Treat. | 00:00:02 | 00:00:34 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |
| **GRAND TOTAL** | | | | | | | | | | |
| | Quantity | 0 | 4 | 1 | 0 | 0 | 43 | 35 | 9 | 31 |
| | Percentage (%) | 0.00% | 9.30% | 2.33% | 0.00% | 0.00% | ---- | 81.40% | 20.93% | 72.09% |
| | Avg time before Treat. | 00:00:02 | 00:00:09 | 00:00:24 | 00:00:00 | 00:00:04 | ---- | ---- | ---- | ---- |

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# Application Delay Before Abandon

## Description

The Application Delay Before Abandon report gauges service quality by indicating how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after reaching the service level threshold for the application, and the percentage of calls that abandoned.

With a greater awareness of customer tolerance levels, call center managers can adjust call scripts to provide quicker service, offer recorded announcements more frequently, offer callers the option to access an interactive voice recognition system, and add additional agents to increase service.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-app5.rpt
- dm-app5.rpt
- wm-app5.rpt
- mm-app5.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Abandon delay spectrum

The Application Delay Before Abandon report contains a histogram showing the number of calls abandoned after delays of times divided into two-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |
| % Abandoned | CallsAbandoned / CallsOffered x 100 |
| Abandoned After Threshold | CallsAbandonedAftThreshold |
| Abandon Delay | CallsAbandonedDelay |
| Maximum Abandon Delay | MaxCallsAbandonedDelay |
| Average Abandon Delay | CallsAbandonedDelay / CallsAbandoned |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

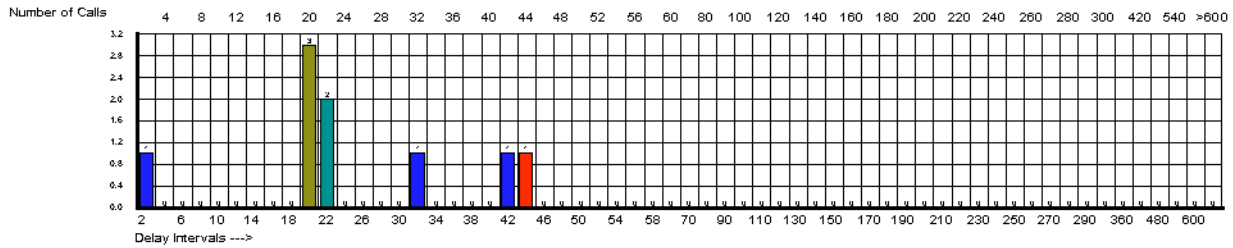
Report Interval: 13:30:00 05 April, 1999 - 13:45:00 06 06 April, 1999

| Skillset Calls: | Offered | Answered | Abandoned | % Abandoned | Abandoned After Threshold | Abandon Delay | Maximum Abandon Delay | Average Abandon Delay |
|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | |
| | **43** | **35** | **9** | **20.93%** | **5** | **00:03:41** | **00:00:43** | **00:00:25** |

**Application: Booking_Script**

| Summary: | 43 | 35 | 9 | 20.93% | 5 | 00:03:41 | 00:00:43 | 00:00:25 |
|---|---|---|---|---|---|---|---|---|

Abandon Delay Spectrum: Booking_Script

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**Page 1 of 2**

# Application Delay Before Answer

## Description

The Application Delay Before Answer report shows summarized performance information regarding call answer delays for an application. The report focuses on application performance from the customer's point of view, indicating how long callers wait before connecting to an agent. The statistics include all Symposium Call Center Server calls for this application. The report also indicates whether the delay occurred after the skillset received the call.

By keeping delays to a minimum, the call center shows respect for customers and inspires the confidence that brings repeat business.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-app3.rpt
- dm-app3.rpt
- wm-app3.rpt
- mm-app3.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Answer delay spectrum

The Application Delay Before Answer report contains a histogram showing the number of calls answered after delays of times divided into two-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answer Delay | CallsAnsweredDelay |
| Delay at Skillset | CallsAnsweredDelayAtSkillset |
| Answered After Threshold | CallsAnsweredAftThreshold |
| Maximum Answer Delay | MaxCallsAnsDelay |
| Maximum Delay at Skillset | MaxCallsDelayAtSkillset |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

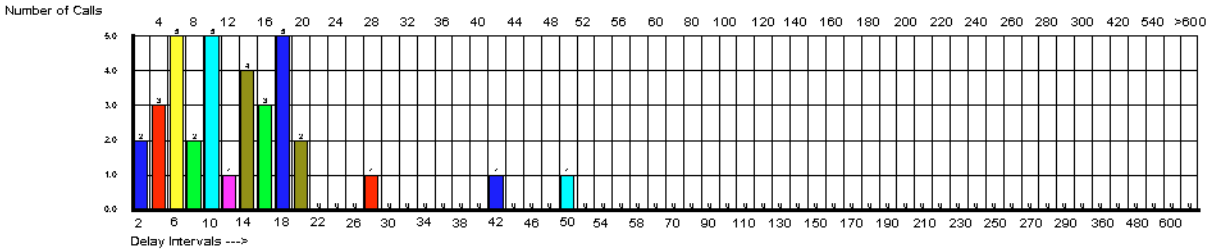
# Application Delay Before Answer

BestAir Airlines
Site Name: TORONTO
Table Name: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| Skillset Calls: | Offered | Answered | Answer Delay | Delay at Skillset | Answered After Threshold | Maximum Answer Delay | Maximum Delay at Skillset | Average Answer Delay |
|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | |
| | **43** | **35** | **00:07:39** | **00:07:31** | **3** | **00:00:50** | **00:00:43** | **00:00:13** |
| **Application: Booking_Script** Summary: | 43 | 35 | 00:07:39 | 00:07:31 | 3 | 00:00:50 | 00:00:43 | 00:00:13 |

Answer Delay Spectrum: Booking_Script

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# Application Performance

## Description

The Application Performance report provides summarized performance information on your call center applications. The report gives an overview of calls answered, delayed, and abandoned, as well as the percentage of calls that achieved a minimum service level. The report tracks calls routed to the specified application (master or primary call script). This report can be particularly useful in determining the efficiency of the service your center provides to specific call types and callers.

By showing the volume of calls answered in a given period, along with the average delay callers experienced, the report can identify the level of service customers received on a specific type of call or activity.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-app1.rpt
- dm-app1.rpt
- wm-app1.rpt
- mm-app1.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answer Delay | CallsAnsweredDelay |
| Avg Answer Delay | CallsAnsweredDelay / CallsAnswered |
| Max Answer Delay | MaxCallsAnsDelay |
| Ans After Threshold | CallsAnsweredAftThreshold |
| Abandoned | CallsAbandoned |
| Max Abandon Delay | MaxCallsAbandonedDelay |
| Aban After Threshold | CallsAbandonedAftThreshold |
| Ans Delay At Skillset | CallsAnsweredDelayAtSkillset |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Application Performance

BestAir Airlines
Site Name: TORONTO

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

Table Names: iApplicationStat

| Skillset Calls: | Avg Ans Delay | Offered | Answered | Answer Delay | Ans After Threshold | Abandoned | Aban After Threshold | Ans Delay At Skillset | % Service Level |
|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | |
| | 00:00:14 | 158 | 133 | 00:30:42 | 11 | 25 | 8 | 00:24:51 | 87.97% |
| **Application: ACD_DN_Application** | | | | | | | | | |
| Summary: | 00:00:12 | 6 | 5 | 00:01:00 | 1 | 1 | 0 | 00:00:00 | 83.33% |
| 4/5/99 | | | | | | | | | |
| 13:45 | 00:00:12 | 6 | 5 | 00:01:00 | 1 | 1 | 0 | 00:00:00 | 83.33 |
| Daily 4/5/99 | 00:00:12 | 6 | 5 | 00:01:00 | 1 | 1 | 0 | 00:00:00 | 83.33 |
| Application | 00:00:12 | 6 | 5 | 00:01:00 | 1 | 1 | 0 | 00:00:00 | 83.33 |
| **Application: Booking_Script** | | | | | | | | | |
| Summary: | 00:00:13 | 43 | 35 | 00:07:39 | 3 | 9 | 5 | 00:07:31 | 81.82% |
| 4/5/99 | | | | | | | | | |
| 13:45 | 00:00:13 | 43 | 35 | 00:07:39 | 3 | 9 | 5 | 00:07:31 | 81.82 |
| Daily 4/5/99 | 00:00:13 | 43 | 35 | 00:07:39 | 3 | 9 | 5 | 00:07:31 | 81.82 |
| Application | 00:00:13 | 43 | 35 | 00:07:39 | 3 | 9 | 5 | 00:07:31 | 81.82 |
| **Application: Cargo_Script** | | | | | | | | | |
| Summary: | 00:00:13 | 7 | 6 | 00:01:19 | 1 | 1 | 0 | 00:01:02 | 85.71% |
| 4/5/99 | | | | | | | | | |
| 13:45 | 00:00:13 | 7 | 6 | 00:01:19 | 1 | 1 | 0 | 00:01:02 | 85.71 |
| Daily 4/5/99 | 00:00:13 | 7 | 6 | 00:01:19 | 1 | 1 | 0 | 00:01:02 | 85.71 |
| Application | 00:00:13 | 7 | 6 | 00:01:19 | 1 | 1 | 0 | 00:01:02 | 85.71 |
| **Application: Master_Script** | | | | | | | | | |
| Summary: | 00:00:15 | 81 | 71 | 00:17:45 | 4 | 10 | 2 | 00:13:11 | 92.59% |
| 4/5/99 | | | | | | | | | |
| 13:45 | 00:00:15 | 81 | 71 | 00:17:45 | 4 | 10 | 2 | 00:13:11 | 92.59 |
| Daily 4/5/99 | 00:00:15 | 81 | 71 | 00:17:45 | 4 | 10 | 2 | 00:13:11 | 92.59 |
| Application | 00:00:15 | 81 | 71 | 00:17:45 | 4 | 10 | 2 | 00:13:11 | 92.59 |
| **Application: NACD_DN_Application** | | | | | | | | | |
| Summary: | 00:00:05 | 6 | 3 | 00:00:14 | 0 | 2 | 0 | 00:00:44 | 100.00% |
| 4/5/99 | | | | | | | | | |
| 13:45 | 00:00:05 | 6 | 3 | 00:00:14 | 0 | 2 | 0 | 00:00:44 | 100.00 |
| Daily 4/5/99 | 00:00:05 | 6 | 3 | 00:00:14 | 0 | 2 | 0 | 00:00:44 | 100.00 |

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# Crosstab - Application Performance

## Description

The Crosstab - Application Performance report provides you with an at-a-glance view of application performance (calls answered, calls abandoned, and calls offered) for several days. You can use this report to compare application performance for the same reporting period on different days.

## Views

- iApplicationStat

## Collection frequency

- interval

## Templates

- icross_Application.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each application for each interval, as well as daily totals for the application.

# Crosstab - Application Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 09 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **393** |
| **Calls Answered** | **336** |
| **Calls Abandoned** | **57** |

| | | Mon | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|---|
| Booking_Script | 13:45 | 43<br>35<br>9 | 52<br>41<br>10 | 70<br>55<br>15 | 65<br>61<br>4 | 64<br>55<br>9 | **294**<br>**247**<br>**47** |
| | Application Total | 43<br>35<br>9 | 52<br>41<br>10 | 70<br>55<br>15 | 65<br>61<br>4 | 64<br>55<br>9 | **294**<br>**247**<br>**47** |
| Cargo_Script | 13:45 | 7<br>6<br>1 | 12<br>10<br>2 | 1<br>2<br>0 | 12<br>9<br>2 | 5<br>4<br>1 | **37**<br>**31**<br>**6** |
| | Application Total | 7<br>6<br>1 | 12<br>10<br>2 | 1<br>2<br>0 | 12<br>9<br>2 | 5<br>4<br>1 | **37**<br>**31**<br>**6** |
| Vacations_Script | 13:45 | 15<br>13<br>2 | 10<br>10<br>0 | 20<br>19<br>1 | 14<br>13<br>1 | 3<br>3<br>0 | **62**<br>**58**<br>**4** |
| | Application Total | 15<br>13<br>2 | 10<br>10<br>0 | 20<br>19<br>1 | 14<br>13<br>1 | 3<br>3<br>0 | **62**<br>**58**<br>**4** |
| **Total** | | **65**<br>**54**<br>**12** | **74**<br>**61**<br>**12** | **91**<br>**76**<br>**16** | **91**<br>**83**<br>**7** | **72**<br>**62**<br>**10** | **393**<br>**336**<br>**57** |

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# Section D: Call by call reports

## In this section

Call By Call Statistics 470

# Call By Call Statistics

## Description

For each call, the Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

You can collect call information from the time the call is made until the time it leaves Symposium Call Center Server control. You can collect statistics for all of the events defined in Historical Statistics Collection.

**Notes:**

- The Call By Call Statistics report includes only one interval.
- Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- Event information is written to the database every 15 minutes.

## Views

- eCallByCallStatYYYYMMDD
- Agent

## Template

- em-res9.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Call By Call | Create and run any report |
| Users | View all users |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Call ID | eCallByCallStatYYYYMMDD.CallId |
| Time | eCallByCallStatYYYYMMDD.Time |
| Event | eCallByCallStatYYYYMMDD.CallEventName |
| Agent | Agent.SurName, Agent.GivenName, Agent.TelsetLoginID |
| Source | eCallByCallStatYYYYMMDD.Source |
| Destination | eCallByCallStatYYYYMMDD.Destination |
| Associated Data | eCallByCallStatYYYYMMDD.AssociatedData |
| Event Data | eCallByCallStatYYYYMMDD.EventData |

## Grouping

Events in the Call By Call Statistics report are grouped by call ID.

# Call By Call Statistics

Report Interval: 11:00:00 04 October, 1999 - 11:15:00 04 October, 1999

Site Name: ICCMNGEN23
Table Names: eCallByCallYYYYMMDD, Agent

| Time | Event | Agent | Source | Destination | Associated Data | Event Data |
|---|---|---|---|---|---|---|
| **Call ID: 44,106,713** | | | | | | |
| 11:13:50 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload3 | | 1st_TIME_QUEUED_TO_SKSET: YES |
| 11:13:51 | Network In Call Dequeued | NULL | SK_SET: nload3 | | | REASON: NET_ALREADY_SERVICED |
| **Call ID: 44,106,954** | | | | | | |
| 11:12:20 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload1 | | 1st_TIME_QUEUED_TO_SKSET: YES |
| 11:12:21 | Network In Call Dequeued | NULL | SK_SET: nload1 | | | REASON: NET_ALREADY_SERVICED |
| **Call ID: 44,106,962** | | | | | | |
| 11:14:58 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload1 | | 1st_TIME_QUEUED_TO_SKSET: YES |
| 11:14:59 | Network In Call Dequeued | NULL | SK_SET: nload1 | | | REASON: NET_ALREADY_SERVICED |
| **Call ID: 44,107,036** | | | | | | |
| 11:13:12 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload1 | | 1st_TIME_QUEUED_TO_SKSET: YES |
| 11:13:13 | Network In Call Dequeued | NULL | SK_SET: nload3 | | | REASON: CANCELLED |
| 11:13:13 | Network In Call Dequeued | NULL | SK_SET: nload1 | | | REASON: NET_ALREADY_SERVICED |
| 11:13:13 | Network In Call Dequeued | NULL | SK_SET: nload5 | | | REASON: NET_ALREADY_SERVICED |
| 11:13:13 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload3 | | 1st_TIME_QUEUED_TO_SKSET: NO |
| 11:13:13 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload5 | | 1st_TIME_QUEUED_TO_SKSET: NO |
| **Call ID: 44,107,046** | | | | | | |
| 11:14:08 | Network In Call Queued | NULL | R_APP: sw20network R_SITE: PMPKZS3N/VAN | SK_SET: nload1 | | 1st_TIME_QUEUED_TO_SKSET: YES |
| 11:14:09 | Network In Call Dequeued | NULL | SK_SET: nload3 | | | REASON: CANCELLED |

# Section E: Configuration reports

## In this section


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# Activity Code Properties

## Description

The Activity Code Properties report lists all of the activity codes and their assigned names.

## Where properties are defined

Activity code properties are defined on Activity Code Properties property sheet.

## View

- ActivityCode

## Template

- config8.rpt

## Filters

- activity code
- activity name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Activity Code Name | Name |
| Activity Code Number | ActivityCode |

## Activity Code Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ActivityCode

| Activity Code Name | Activity Code Number |
|---|---|
| Booking | 431 |
| Gold_Service | 460 |
| Newspaper | 457 |
| Radio | 458 |
| Schedule_Inquiry | 430 |
| Skillset_Default_Activity_Code | 00 |
| System_Default_Activity_Code | 0 |
| Television | 459 |
| Vacation_Inquiry | 440 |
| Vacation_Sales | 441 |

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# Agent By Supervisor Properties

## Description

The Agent By Supervisor Properties report lists agents and the supervisors to whom they are assigned. Agents can have multiple supervisors. Therefore, an agent may appear multiple times in the report.

## View

- SupervisorAgentAssignment

## Template

- config31.rpt

## Filters

- supervisor login ID
- supervisor name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Supervisor Name & ID | SupervisorGivenName SupervisorSurName SupervisorTelsetLoginID |
| Assigned Agent Name | AgentGivenName AgentSurName |

| Report field | View field/Formula |
| --- | --- |
| Phoneset Login ID | AgentTelsetLoginID |
| Supervisor Type | Type |

# Agent By Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment

| Assigned Agent Name | Phoneset Login ID | Supervisor Type |
|---|---|---|
| **Supervisor Name & ID: Pat Wilson - 7871** | | |
| Brandon Woo | 6841 | Reporting |
| Donna Royce | 6840 | Reporting |
| Dylan Marcus | 6844 | Reporting |
| Fred Gogolek | 6853 | Associated |
| Lori Vandenberg | 6763 | Reporting |
| Ronnie Heintz | 6912 | Reporting |
| Sara Fargus | 6911 | Reporting |
| Steven Chung | 6851 | Associated |
| Tajinder Singh | 6913 | Reporting |
| Tom Wilson | 6761 | Reporting |
| **Supervisor Name & ID: Chris Konings - 7870** | | |
| Bert Katerberg | 6789 | Reporting |
| Brandon Woo | 6841 | Reporting |
| Fred Gogolek | 6853 | Reporting |
| James Jones | 6708 | Associated |
| Lori Vandenberg | 6763 | Associated |
| Steven Chung | 6851 | Reporting |
| Terry Davidson | 8959 | Reporting |
| Tom Wilson | 6761 | Associated |
| Toni Di Angelo | 6766 | Reporting |
| **Supervisor Name & ID: Marta Mitchell - 7877** | | |
| James Jones | 6708 | Reporting |
| **Supervisor Name & ID: Cindy Wong - 7872** | | |
| Bev Arthur | 6622 | Reporting |
| George Kurtz | 6631 | Reporting |
| Marie Beauvallet | 6625 | Reporting |
| Mark Schultz | 6605 | Reporting |
| Rose Stefanopolis | 6602 | Associated |
| Stella Conner | 6623 | Reporting |
| Tajinder Singh | 6913 | Reporting |
| Tom Wilson | 6761 | Associated |

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# Agent Properties

## Description

The Agent Properties report presents agent information in the following categories:

- general information—including threshold class name, department, and title
- agent call presentation information—including call presentation options defined for the agent's call presentation class
- phoneset information—including port information for the phoneset at which the agent is logged in, and the agent's personal or secondary directory number
- supervisor information—which lists the agent's supervisors

## Where properties are defined

Agent properties are defined on the User Properties property sheet for each agent.

## Views

- Agent
- SupervisorAgentAssignment

## Template

- config5.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |
| Reports—Other | Create and run any report |

## General fields

| Report field | View field/Formula |
|---|---|
| Agent Name & ID | Agent.GivenName Agent.SurName Agent.TelsetLoginID |
| Threshold Class | Agent.ThresholdTemplateName |
| Department | Agent.Department |
| Title | Agent.Title |
| Comment | Agent.Comment |

## Agent Call Presentation fields

| Report field | View field/Formula |
|---|---|
| Call Presentation Class | Agent.TemplateName |
| Call Force Option (Meridian 1) | Agent.CallForceOption |
| Call Force Timer Delay (Meridian 1) | Agent.CallForceDelayTimer |
| Reserve for Network Call (Networking option only) | Agent.TelsetShowReserve |

| Report field | View field/Formula |
|---|---|
| Return To Queue On No Answer | Agent.ReturnToQueueOnNoAnswer |
| Return To Queue Wait Interval | Agent.ReturnToQueueWaitInterval |
| Make Phoneset | Agent.ReturnToQueueMode |
| DN On Hold (Meridian 1) | Agent.AlternateCallAnswer |
| Union Break Timer (Meridian 1) | Agent.UnionBreakTimer |
| Not Ready on Secondary DN (DMS) | Agent.NROSDN |
| Variable Wrap Time (DMS) | Agent.VariableWrap |

## Phoneset fields

| Report field | View field/Formula |
|---|---|
| Phoneset Login ID | Agent.TelsetLoginID |
| Personal DN (Meridian 1) | Agent.PersonalDN |
| Secondary DN (DMS) | Agent.SecondaryDN |
| Switch Port Address | Agent.SwitchPortAddress |
| Switch Port Name | Agent.SwitchPortName |
| Switch ID | Agent.SwitchID |

## Supervisor fields

| Report field | View field/Formula |
|---|---|
| Supervisor Name | SupervisorAgentAssignment.SupervisorSurname<br>SupervisorAgentAssignment.SupervisorGivenName |
| Supervisor Phoneset Login ID | SupervisorAgentAssignment.SupervisorTelsetLoginID |
| Type | SupervisorAgentAssignment.Type |

# Meridian 1 report

## Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

**Agent Name & ID:** James Jones -- 6708

General

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Department: | Vacations |
| Title: | Vacations Specialist |
| Comment: | |

Agent Call Presentation

| | |
|---|---|
| Call Presentation Class: | Senior_Agent |
| Call Force Option: | Y |
| Call Force Timer Delay: | 10 |
| Reserve for Network Call: | Y |
| Return To Queue On No Answer: | Y |
| Return To Queue Wait Interval: | 15 |
| Make Phoneset: | Not Ready |
| DN On Hold: | Y |
| Union Break Timer: | 5 |

Phoneset

| | |
|---|---|
| Phoneset Login ID: | 6708 |
| Personal DN: | 3119 |
| Switch Port Address: | 8-0-2-5 |
| Switch Port Name: | 8-0-2-5 |
| Switch ID: | 1 |

| Supervisor Name | Supervisor Phoneset Login ID | Type |
|---|---|---|
| Chris Konings | 7870 | Associated |
| Marta Mitchell | 7877 | Reporting |

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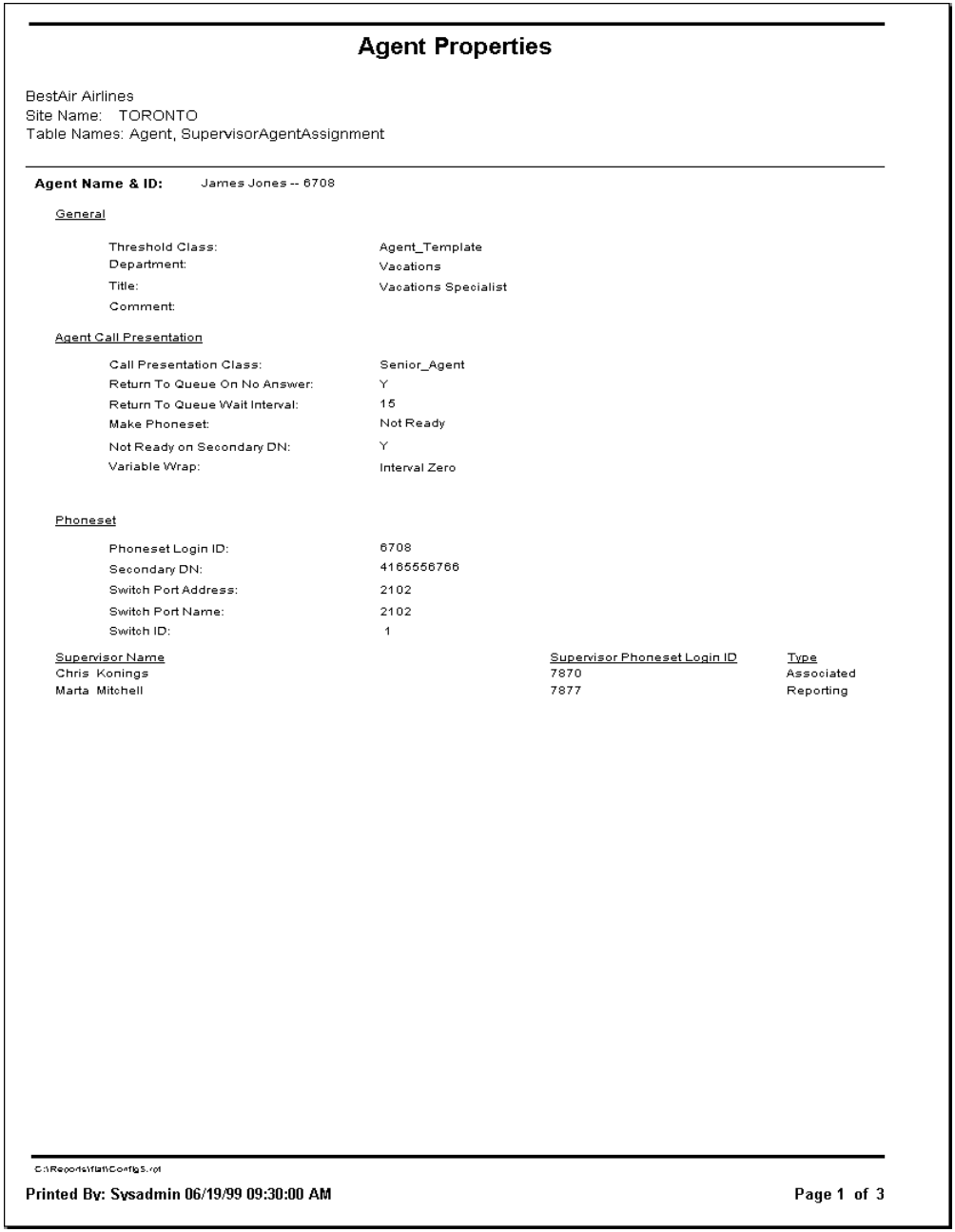
# DMS report



## Agent Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SupervisorAgentAssignment

**Agent Name & ID:** James Jones -- 6708

General

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Department: | Vacations |
| Title: | Vacations Specialist |
| Comment: | |

Agent Call Presentation

| | |
|---|---|
| Call Presentation Class: | Senior_Agent |
| Return To Queue On No Answer: | Y |
| Return To Queue Wait Interval: | 15 |
| Make Phoneset: | Not Ready |
| Not Ready on Secondary DN: | Y |
| Variable Wrap: | Interval Zero |

Phoneset

| | |
|---|---|
| Phoneset Login ID: | 6708 |
| Secondary DN: | 4165556766 |
| Switch Port Address: | 2102 |
| Switch Port Name: | 2102 |
| Switch ID: | 1 |

| Supervisor Name | Supervisor Phoneset Login ID | Type |
|---|---|---|
| Chris Konings | 7870 | Associated |
| Marta Mitchell | 7877 | Reporting |

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# Agent Skillset Assignment

## Description

The Agent Skillset Assignment report lists scheduled changes of agents and their skillset assignments.

## Where properties are defined

Agent to skillset assignment properties are defined on the Agent to Skillset Properties property page.

## View

- ScheduledSkillsetAssignment

## Template

- config24.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Assignment Name | AssignName |
| Status | Status |
| Comment | Comment |
| Agent Name and Phoneset Login | UserSurName UserGivenName UserTelsetLoginID |
| To Skillset | SkillsetName |
| SkillsetState | SkillsetState |
| Priority | Priority |

# Agent Skillset Assignment

BestAir Airlines
Site Name: TORONTO
Table Names: ScheduledSkillsetAssignment

| | Agent Name and Phoneset Login | To Skillset | SkillsetState | Priority |
|---|---|---|---|---|
| **Assignment Name: Afternoon_Break** | | | | |
| Status: Edited/Saved | | | | |
| Comment: | | | | |
| | James Jones - 6708 | Bookings | Active | 3 |
| | Jon Carlos - 6709 | Support | Active | 2 |
| **Assignment Name: Lunch** | | | | |
| Status: Edited/Saved | | | | |
| Comment: | | | | |
| | Lori Vandenberg - 6763 | Bookings | Active | 2 |
| | Toni Morelli - 6710 | Support | Active | 1 |
| **Assignment Name: Morning_Break** | | | | |
| Status: Edited/Saved | | | | |
| Comment: | | | | |
| | James Jones - 6708 | Bookings | Active | 3 |
| | Jon Carlos - 6709 | Support | Active | 2 |

config24.rpt
**Printed By: sysadmin 5/10/99 11:04:55 AM** **Page: 1**

# Agent Skillset Properties

## Description

The Agent Skillset Properties report lists general agent information and skillset assignments. General information includes department, title, and assigned templates. Skillset information includes the skillset name and the agent's priority within the skillset.

## Where properties are defined

Agent skillset properties are defined on the Skillsets – User Properties property page.

## Views

- Agent
- SkillsetByAgent
- Skillset

## Template

- config29.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |

| Function | Minimum access level |
|---|---|
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Agent Name & ID | Agent.SurName Agent.GivenName Agent.TelsetLoginID |
| Phoneset Login ID | Agent.TelsetLoginID |
| Personal DN (Meridian 1) | Agent.PersonalDN |
| Call Presentation Class | Agent.AgentTemplateName |
| Threshold Class | Agent.ThresholdTemplateName |
| Skillset Name | Skillset.Skillset |
| Skillset State | SkillsetByAgent.SkillsetState |
| Priority | SkillsetByAgent.Priority |

# Meridian 1 report

## Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

**Agent Name & ID: James Jones - 6708**

| | |
|---|---|
| Personal DN: | 3119 |
| Call Presentation Class: | Senior_Agent |
| Threshold Class: | Agent_Template |

| Skillset Name | Skillset State | Priority |
|---|---|---|
| Vacations | Standby | n/a |
| European_Vacations | Active | 1 |

**Agent Name & ID: Jon Carlos - 6709**

| | |
|---|---|
| Personal DN: | 3120 |
| Call Presentation Class: | Senior_Agent |
| Threshold Class: | Agent_Template |

| Skillset Name | Skillset State | Priority |
|---|---|---|
| Vacations | Standby | n/a |
| European_Vacations | Active | 1 |

**Agent Name & ID: Toni Morelli - 6710**

| | |
|---|---|
| Personal DN: | 3121 |
| Call Presentation Class: | Senior_Agent |
| Threshold Class: | Agent_Template |

| Skillset Name | Skillset State | Priority |
|---|---|---|
| Vacations | Standby | n/a |
| European_Vacations | Active | 1 |

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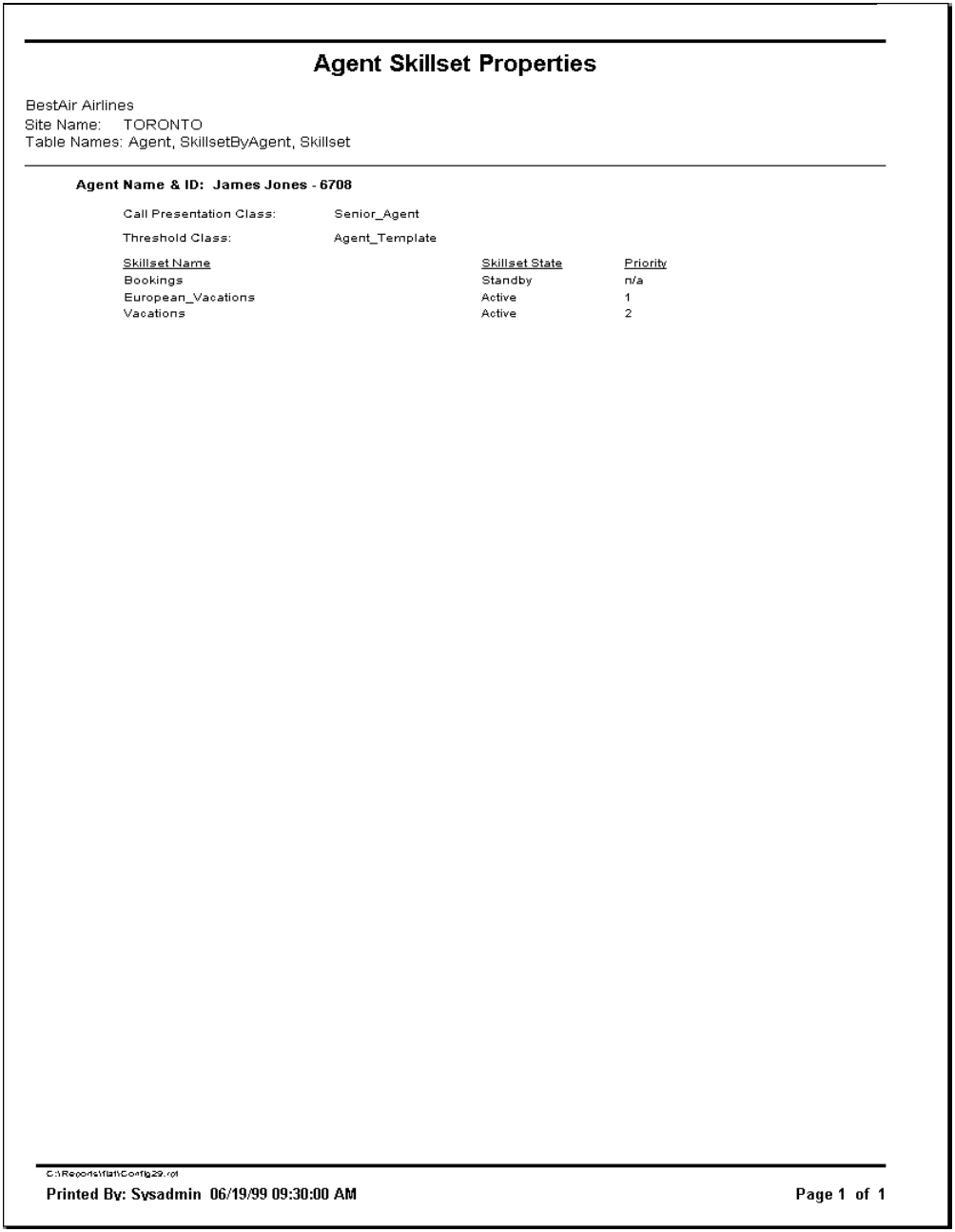
**Printed By: sysadmin 4/17/99 10:11:02 AM** **Page 1 of 1**

# DMS report



## Agent Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Agent, SkillsetByAgent, Skillset

**Agent Name & ID: James Jones - 6708**

Call Presentation Class: Senior_Agent

Threshold Class: Agent_Template

| Skillset Name | Skillset State | Priority |
|---|---|---|
| Bookings | Standby | n/a |
| European_Vacations | Active | 1 |
| Vacations | Active | 2 |

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**Printed By: Sysadmin 06/19/99 09:30:00 AM** **Page 1 of 1**

# Agent Supervisor Assignment

## Description

The Agent Supervisor Assignment report lists agent to supervisor assignments and their properties.

## Where properties are defined

Agent to supervisor assignment properties are defined on the Agent to Supervisor Properties property sheet.

## Views

- ScheduledSupervisorAssignment
- SupervisorAgentAssignment

## Template

- config23.rpt

## Filters

- agent login ID
- agent name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Assignment Name | ScheduledSupervisorAssignment.AssignName |
| Status | ScheduledSupervisorAssignment.Status |
| Comment | ScheduledSupervisorAssignment.Comment |
| From Reporting Supervisor | SupervisorAgentAssignment.SupervisorUserID<br>SupervisorAgentAssignment.SupervisorSurname<br>SupervisorAgentAssignment.SupervisorGivenName |
| Agent Name and Phoneset Login | SupervisorAgentAssignment.AgentSurName<br>SupervisorAgentAssignment.AgentGivenName<br>SupervisorAgentAssignment.AgentTelsetLoginID |
| To Reporting Supervisor | ScheduledSupervisorAssignment.SupervisorID<br>ScheduledSupervisorAssignment.SupervisorGivenName<br>ScheduledSupervisorAssignment.SupervisorSurname |

# Agent Supervisor Assignment

Site Name: NTORI313
Table Names: ScheduledSupervisorAssignment,SupervisorAgentAssignment

**Assignment Name: Normal**

Status: Edited/Saved
Comment:

| Agent Name and Phoneset Login | From Reporting Supervisor | To Reporting Supervisor |
|---|---|---|
| Lori Vandenberg - 6763 | Pat Wilson | -- no change -- |
| Fred Gogolek - 6853 | Chris Konings | Pat Wilson |
| Ronnie Heintz - 6912 | Pat Wilson | -- no change -- |
| Dylan Marcus - 6844 | Pat Wilson | -- no change -- |
| Donna Royce - 6840 | Pat Wilson | -- no change -- |
| Tajinder Singh - 6913 | Cindy Wong | Pat Wilson |
| Tom Wilson - 6761 | Cindy Wong | Pat Wilson |
| Brandon Woo - 6841 | Chris Konings | Pat Wilson |
| Sara Fargus - 6911 | Pat Wilson | -- no change -- |
| Steven Chung - 6851 | Chris Konings | Pat Wilson |

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# Application Script Properties

## Description

The Application Script Properties report describes the relationship between application scripts.

## Definition: Parent script

A parent script is any script that directs a call to another, secondary, script.

## Definition: Child script

A child script is a secondary script to which a primary script or another secondary script directs a call.

## View

- ApplicationByScript

## Template

- config14.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Parent Script Name | ParentName |
| Child Script Name | ChildName |

## Application Script Properties

BestAir Airlines
Site Name: TORONTO
Table Name: ApplicationByScript

| Parent Script Name | Child Script Name |
|---|---|
| Booking_Script | Busy_Booking |
| | IVR_Booking |
| | Night_Booking |
| Cargo_Script | Busy_Cargo |
| | IVR_Cargo |
| | Night_Cargo |
| Master_Script | Booking_Script |
| | Busy_Main |
| | Cargo_Script |
| | IVR_Main |
| | Night_Main |
| | Vacation_Script |
| Vacation_Script | Busy_Vacation |
| | IVR_Vacation |
| | Night_Vacation |

config14.rpt
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# Application Template Properties

## Description

The Application Template Properties report lists all your applications. For each application, it provides the service level threshold, threshold class, and threshold levels.

## Views

- Application
- ApplicationThresholdTemplate

## Template

- config15.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Application Name | Application.Name |
| Call By Call | Application.CallByCall |

| Report field | View field/Formula |
|---|---|
| Threshold Class | ApplicationThresholdTemplate.Name |
| Field | ApplicationThresholdTemplate.Field |
| Level 1 | ApplicationThresholdTemplate.Level1 |
| Level 2 | ApplicationThresholdTemplate.Level2 |

# Application Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Application, ApplicationThresholdTemplate

**Application Name: ACD_DN_Application**

| | |
|---|---|
| Call By Call: | None |
| Threshold Class: | ACD_Template |

| Field | Level 1 | Level 2 |
|---|---|---|
| Calls Waiting | 5 | 15 |
| Short Calls | 10 | |

**Application Name: Booking_Script**

| | |
|---|---|
| Call By Call: | None |
| Threshold Class: | Application_Template |

| Field | Level 1 | Level 2 |
|---|---|---|
| Calls Waiting | 5 | 10 |
| Delay Before Interflow | 5 | 10 |
| Short Calls | 5 | |

**Application Name: Cargo_Script**

| | |
|---|---|
| Call By Call: | None |
| Threshold Class: | Application_Template |

| Field | Level 1 | Level 2 |
|---|---|---|
| Calls Waiting | 5 | 10 |
| Delay Before Interflow | 5 | 10 |
| Short Calls | 5 | |

**Application Name: Master_Script**

| | |
|---|---|
| Call By Call: | None |
| Threshold Class: | Application_Template |

| Field | Level 1 | Level 2 |
|---|---|---|
| Calls Waiting | 5 | 10 |
| Delay Before Interflow | 5 | 10 |
| Short Calls | 5 | |

**Application Name: NACD_DN_Application**

| | |
|---|---|
| Call By Call: | None |
| Threshold Class: | Network_Template |

| Field | Level 1 | Level 2 |
|---|---|---|
| Short Calls | 5 | |

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# CDN Properties

## Description

The CDN Properties report lists the CDNs and their assigned names.

## Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into the Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the master script of the Symposium Call Center Server.

## Where properties are defined

CDN properties are defined on the CDN Properties property sheet.

## View

- CDN

## Template

- config7.rpt

## Filters

- CDN
- CDN name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| CDN Number | CDN |
| CDN Name | Name |
| Call Type | Type |

## CDN Properties

BestAir Airlines
Site Name: TORONTO
Table Name: CDN

| CDN Number | CDN Name | Call Type |
|---|---|---|
| 3750 | 3750 | Local |
| 3751 | 3751 | Local |
| 3752 | 3752 | Local |
| 3753 | 3753 | Local |
| 3754 | 3754 | Local |
| 3755 | 3755 | Local |
| 3756 | 3756 | Local |
| 3757 | 3757 | Local |
| 3758 | 3758 | Local |
| 3759 | 3759 | Local |

config7.rpt
**Printed By: sysadmin 5/10/99 11:34:15 AM** **Page: 1**

# Database View Definitions

## Description

The Database View Definitions report generates a complete list of the database views available in the Symposium Call Center Server database. You can use these views to design user-created reports.

For each database view, the report lists the fields in the view. For each field, the report provides the field type and length.

## View

- Views

## Template

- config34.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

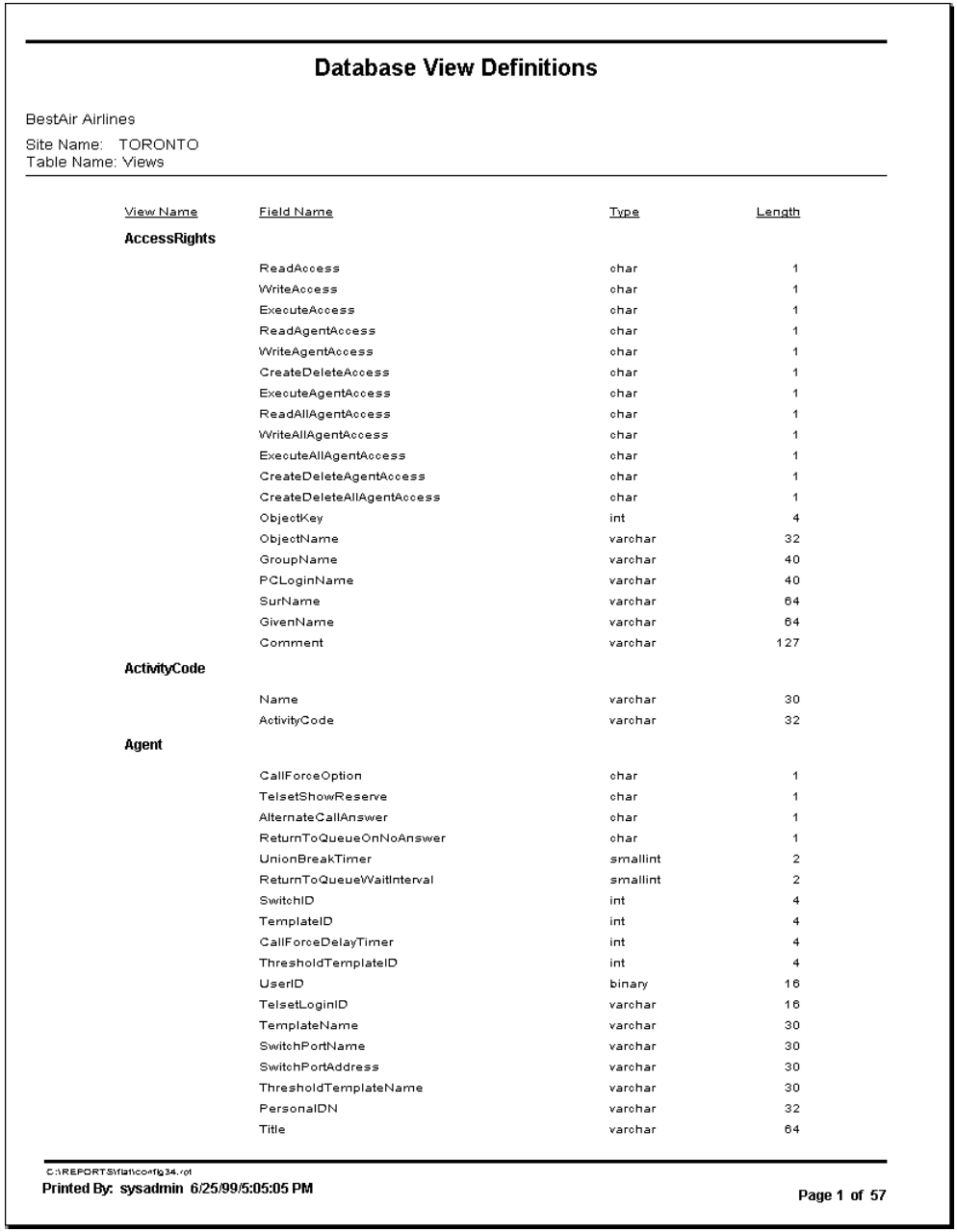
## Field descriptions

| Report field | View field/Formula |
|---|---|
| Field Name | ColumnName |
| Type | Type |
| Length | Length |

## Field types

| Field type | Description | Value range | Size |
|---|---|---|---|
| binary | binary data | n/a | n bytes, data dependent |
| char | fixed character length | n/a | n bytes |
| datetime | timestamp | Jan 1, 1753 to Dec 31, 9999 | 8 bytes |
| int | integer | – 2 147 483 648 to 2 147 483 647 | 4 bytes |
| smalldatetime | timestamp | Jan 1, 1900 to June 6, 2079 | 4 bytes |
| smallint | small integer | – 32 768 to 32 767 | 2 bytes |
| tinyint | tiny integer | 0 to 255 | 1 byte |
| varchar | variable length character | n/a | n bytes, data dependent |

# Meridian 1 report



## Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

| View Name | Field Name | Type | Length |
|---|---|---|---|
| **AccessRights** | | | |
| | ReadAccess | char | 1 |
| | WriteAccess | char | 1 |
| | ExecuteAccess | char | 1 |
| | ReadAgentAccess | char | 1 |
| | WriteAgentAccess | char | 1 |
| | CreateDeleteAccess | char | 1 |
| | ExecuteAgentAccess | char | 1 |
| | ReadAllAgentAccess | char | 1 |
| | WriteAllAgentAccess | char | 1 |
| | ExecuteAllAgentAccess | char | 1 |
| | CreateDeleteAgentAccess | char | 1 |
| | CreateDeleteAllAgentAccess | char | 1 |
| | ObjectKey | int | 4 |
| | ObjectName | varchar | 32 |
| | GroupName | varchar | 40 |
| | PCLoginName | varchar | 40 |
| | SurName | varchar | 64 |
| | GivenName | varchar | 64 |
| | Comment | varchar | 127 |
| **ActivityCode** | | | |
| | Name | varchar | 30 |
| | ActivityCode | varchar | 32 |
| **Agent** | | | |
| | CallForceOption | char | 1 |
| | TelsetShowReserve | char | 1 |
| | AlternateCallAnswer | char | 1 |
| | ReturnToQueueOnNoAnswer | char | 1 |
| | UnionBreakTimer | smallint | 2 |
| | ReturnToQueueWaitInterval | smallint | 2 |
| | SwitchID | int | 4 |
| | TemplateID | int | 4 |
| | CallForceDelayTimer | int | 4 |
| | ThresholdTemplateID | int | 4 |
| | UserID | binary | 16 |
| | TelsetLoginID | varchar | 16 |
| | TemplateName | varchar | 30 |
| | SwitchPortName | varchar | 30 |
| | SwitchPortAddress | varchar | 30 |
| | ThresholdTemplateName | varchar | 30 |
| | PersonalDN | varchar | 32 |
| | Title | varchar | 64 |

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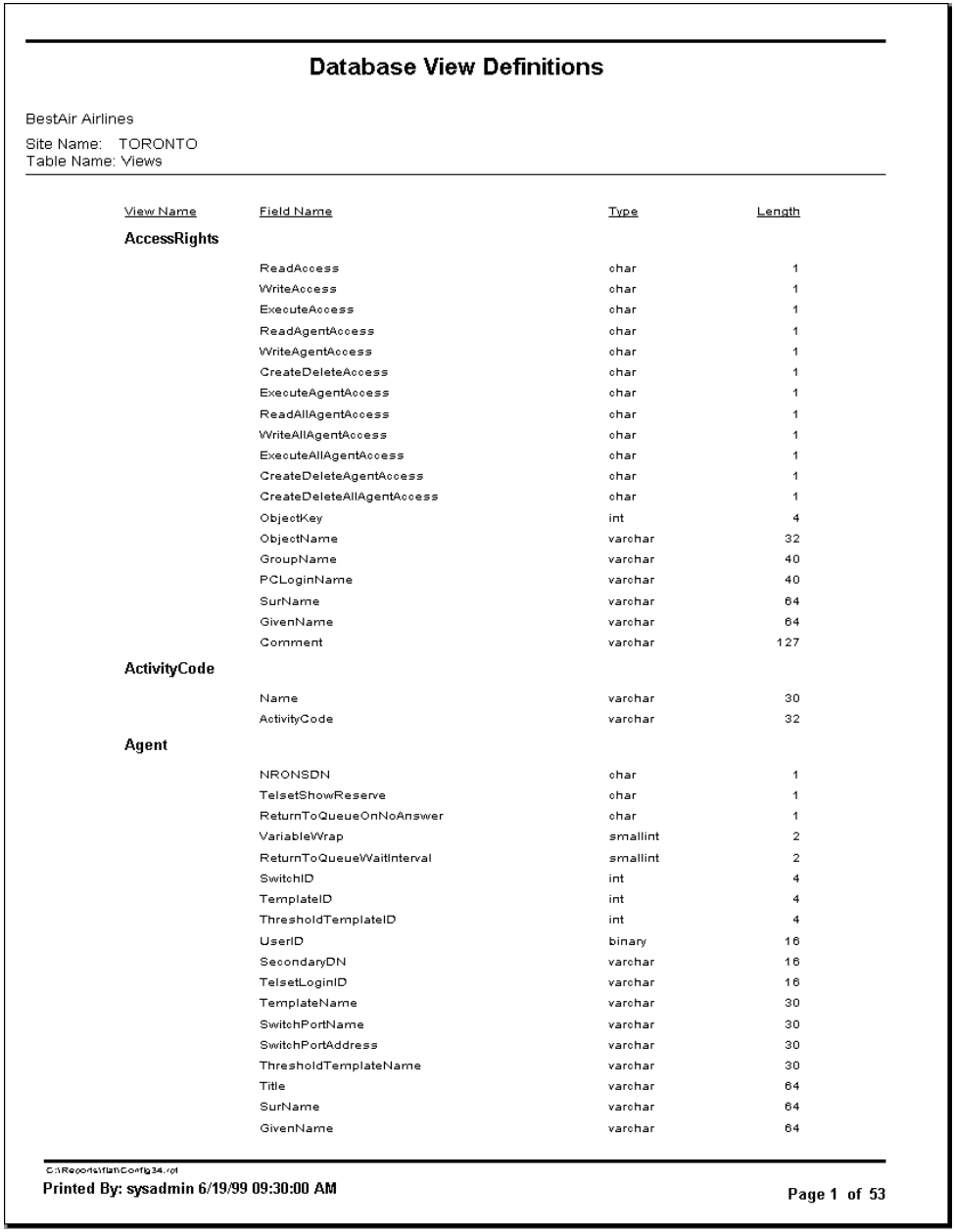
**Page 1 of 57**

# DMS report



## Database View Definitions

BestAir Airlines

Site Name: TORONTO
Table Name: Views

| View Name | Field Name | Type | Length |
|---|---|---|---|
| **AccessRights** | | | |
| | ReadAccess | char | 1 |
| | WriteAccess | char | 1 |
| | ExecuteAccess | char | 1 |
| | ReadAgentAccess | char | 1 |
| | WriteAgentAccess | char | 1 |
| | CreateDeleteAccess | char | 1 |
| | ExecuteAgentAccess | char | 1 |
| | ReadAllAgentAccess | char | 1 |
| | WriteAllAgentAccess | char | 1 |
| | ExecuteAllAgentAccess | char | 1 |
| | CreateDeleteAgentAccess | char | 1 |
| | CreateDeleteAllAgentAccess | char | 1 |
| | ObjectKey | int | 4 |
| | ObjectName | varchar | 32 |
| | GroupName | varchar | 40 |
| | PCLoginName | varchar | 40 |
| | SurName | varchar | 64 |
| | GivenName | varchar | 64 |
| | Comment | varchar | 127 |
| **ActivityCode** | | | |
| | Name | varchar | 30 |
| | ActivityCode | varchar | 32 |
| **Agent** | | | |
| | NRONSDN | char | 1 |
| | TelsetShowReserve | char | 1 |
| | ReturnToQueueOnNoAnswer | char | 1 |
| | VariableWrap | smallint | 2 |
| | ReturnToQueueWaitInterval | smallint | 2 |
| | SwitchID | int | 4 |
| | TemplateID | int | 4 |
| | ThresholdTemplateID | int | 4 |
| | UserID | binary | 16 |
| | SecondaryDN | varchar | 16 |
| | TelsetLoginID | varchar | 16 |
| | TemplateName | varchar | 30 |
| | SwitchPortName | varchar | 30 |
| | SwitchPortAddress | varchar | 30 |
| | ThresholdTemplateName | varchar | 30 |
| | Title | varchar | 64 |
| | SurName | varchar | 64 |
| | GivenName | varchar | 64 |

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# DNIS Properties

## Description

The DNIS Properties report lists each DNIS and its assigned name. It also displays the service level threshold.

## Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

## Where properties are defined

DNIS Properties are defined on the DNIS Properties property sheet.

## View

- DNIS

## Template

- config10.rpt

## Filters

- DNIS
- DNIS name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |

| Function | Minimum access level |
| --- | --- |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
| --- | --- |
| DNIS Name and Number | DNISName, DNIS |
| Service Level Threshold | ServiceLevelThreshold |

## DNIS Properties

BestAir Airlines
Site Name: TORONTO
Table Name: DNIS

| DNIS Name and Number | Service Level Threshold |
|---|---|
| Corporate_Gold - 5559000 | 15 |
| Corporate_Service - 5559010 | 30 |
| Personal_Gold - 5559100 | 20 |
| Personal_Service - 5559110 | 40 |

config10.rpt
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# Formula Properties

## Description

The Formula Properties report lists all of the customized formulas and their definitions as they appear in real-time displays. You can use formulas to create customized real-time statistics fields by combining existing statistics fields with mathematical operators.

## Where properties are defined

Formula properties are defined on the Formula Properties property sheet.

## View

- Formula

## Template

- config17.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Formula Name | Name |
| Class | Class |

| Report field | View field/Formula |
|---|---|
| Comment | Comment |
| Definition | Definition |

# Formula Properties

BestAir Airlines
Site Name: TORONTO
Table Name: Formula

**Formula Name:** **%_Abandoned_Aft_Threshold**

Class: Application
Comment:
Definition: %2800104*100/%2800103

**Formula Name:** **%_Ntwk_Answd_within_Srv_Lvl**

Class: Network
Comment:
Definition: (%2800406-%2800407)*100/%2800406

**Formula Name:** **%Calls_Abandoned**

Class: Application
Comment:
Definition: %2800103*100/(%2800103+%2800106)

**Formula Name:** **%Network_Service_Level**

Class: Network
Comment:
Definition: ((%2800408+%2800406)-(%2800409+%2800407))*100/(%2800406+%2800408)

**Formula Name:** **%Service_Level**

Class: Application
Comment:
Definition: ((%2800106+%2800103)-(%2800107+%2800104))*100/(%2800106+%2800103)

config17.rpt
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# Historical and Real Time Statistics Properties

## Description

The Historical and Real Time Statistics Properties report lists the historical and real-time statistics you configured the Symposium Call Center Server to collect.

**Notes:**

- To view call-by-call properties for individual applications, see the Application Properties report.
- User-defined reports using this standard report as a template cannot be scheduled.

## Real-time statistics collection modes

You can collect real-time statistics in the following modes.

### Moving window mode

In moving window mode, statistics shown represent the last ten minutes of system activity.

### Interval-to-date mode

In interval-to-date mode, statistics are collected only for the current interval (defined on the Real-time Statistics Configuration property sheet). When the interval is over, data fields initialize to zero and collection begins for the next interval.

## Where properties are defined

Real-time statistics collection properties are defined on the Real-time Statistics Configuration property sheet. Historical statistics collection properties are defined on the Historical Statistics Configuration property sheet.

## Views

- HistoricalStatCollection
- HistoricalStatDuration
- HistoricalStatStorage
- RealTimeStatCollection

## Template

- config1.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Historical Collection fields

| Report field | View field/Formula |
|---|---|
| Application | HistoricalStatCollection.Application |
| CDN | HistoricalStatCollection.CDN |
| Skillset | HistoricalStatCollection.Skillset |
| Activity Code | HistoricalStatCollection.ActivityCode |
| DNIS | HistoricalStatCollection.DNIS |
| Trunk (Meridian 1) | HistoricalStatCollection.Trunk |
| Route (Meridian 1) | HistoricalStatCollection.Route |
| RAN/Music Route | HistoricalStatCollection.RANMusicRoute |
| Agent Performance | HistoricalStatCollection.AgentPerformance |

| Report field | View field/Formula |
|---|---|
| Agent By-Application | HistoricalStatCollection.AgentByApplication |
| Agent By-Skillset | HistoricalStatCollection.AgentBySkillset |
| Agent Login/Logout | HistoricalStatCollection.AgentLogin |
| IVR ACD-DN Statistics (Meridian 1) | HistoricalStatCollection.IVR |
| IVR Port Statistics (Meridian 1) | HistoricalStatCollection.IVRPort |
| IVR Port Login/Logout (Meridian 1) | HistoricalStatCollection.IVRPortLogin |
| Network Call (Networking option only) | HistoricalStatCollection.NetworkCall |
| Network Out Call (Networking option only) | HistoricalStatCollection.NetworkOutCall |

## Historical Duration fields

| Report field | View field/Formula |
|---|---|
| Days Of Interval | HistoricalStatDuration.DaysOfInterval |
| Days Of Daily | HistoricalStatDuration.DaysOfDaily |
| Weeks Of Weekly | HistoricalStatDuration.WeeksOfWeekly |
| Months Of Monthly | HistoricalStatDuration.MonthsOfMonthly |
| Days of IVR Port Login (Meridian 1) | HistoricalStatDuration.DaysOfIVRPortLogin |
| Days of Agent Login and Logout | HistoricalStatDuration.DaysOfAgentLogin |

| Report field | View field/Formula |
|---|---|
| First Business Day Of the Week | HistoricalStatDuration.FirstDayOfWeek |
| Business Hours Per Day | HistoricalStatDuration.BusinessHoursPerDay |
| Business Days Per Week | HistoricalStatDuration.BusinessDaysPerWeek |
| Days Of Call By Call | HistoricalStatDuration.DaysOfCallByall |

## Historical Storage fields

| Report field | View field/Formula |
|---|---|
| Parameter | HistoricalStatStorage.Parameter |
| System | HistoricalStatStorage.System |
| Purchased | HistoricalStatStorage.Purchased |
| Configured | HistoricalStatStorage.Configured |

## Real TIme Properties fields

| Report field | View field/Formula |
|---|---|
| Moving Window | The Moving Window fields indicate whether statistics in each of the following statistics groups can be displayed in moving window mode:<br>■ application statistics (RealTimeStatCollection.MWApplication)<br>■ skillset statistics (RealTimeStatCollection.MWSkillset)<br>■ agent statistics (RealTimeStatCollection.MWAgent)<br>■ network call (RealTimeStatCollection.MWNetworkCall); networking option only<br>■ IVR (RealTimeStatCollection.MWIVR); Meridian 1 switch only<br>■ route (RealTimeStatCollection.MWRoute); Meridian 1 switch only<br>■ call center summary (RealTimeStatCollection.MWNodalCall) |

| Report field | View field/Formula |
|---|---|
| Interval to Date | The Interval To Date fields indicate whether statistics in each of the following statistics groups can be displayed in interval-to-date mode:<br>■ application (RealTimeStatCollection.ITDApplication)<br>■ skillset (RealTimeStatCollection.ITDSkillset)<br>■ agent (RealTimeStatCollection.ITDAgent)<br>■ network call (RealTimeStatCollection.ITDNetworkCall); networking option only<br>■ IVR (RealTimeStatCollection.ITDIVR); Meridian 1 switch only<br>■ route (RealTimeStatCollection.ITDRoute); Meridian 1 switch only<br>■ call center summary (RealTimeStatCollection.ITDNodalCall) |
| Interval Duration | RealTimeStatCollection.IntervalDuration |
| Interval Start Time | RealTimeStatCollection.IntervalStartTime |
| Minimum Refresh Rate | RealTimeStatCollection.MinRefreshRate |

# Meridian 1 report

## Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

| | |
|---|---|
| Application: | Y |
| CDN: | Y |
| Skillset: | Y |
| Activity Code: | Y |
| DNIS: | Y |
| Trunk: | Y |
| Route: | Y |
| RAN/Music Route: | Y |
| Agent Performance: | Y |
| Agent By-Application: | Y |
| Agent By-Skillset: | Y |
| Agent Login / Logout: | Y |
| IVR ACD-DN Statistics: | Y |
| IVR Port Statistics: | Y |
| IVR Port Login / Logout: | Y |
| Network Call: | Y |
| Network Out Call: | Y |

Historical Duration Properties

| | |
|---|---|
| Days Of Interval: | 20 |
| Days Of Daily: | 31 |
| Weeks Of Weekly: | 26 |
| Months Of Monthly: | 36 |
| Days Of IVR Voice Port Login: | 3 |
| Days Of Agent Login and Logout: | 3 |
| First Businicess Day Of the Week: | Sunday |
| Business Hours Per Day: | 8 |
| Business Days Per Week: | 5 |
| Days Of Call By Call: | 5 |

config1.rpt

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# DMS report

## Historical and Real Time Statistics Properties

BestAir Airlines

Site Name: TORONTO

Table Name: HistoricalStatCollection, HistoricalStatDuration, HistoricalStatStorage, RealTimeStatCollection

Historical Collection Properties

| | |
|---|---|
| Application: | Y |
| CDN: | Y |
| Skillset: | Y |
| Activity Code: | Y |
| DNIS: | Y |
| RAN/Music Route: | Y |
| Agent Performance: | Y |
| Agent By Application: | Y |
| Agent By Skillset: | Y |
| Agent Login / Logout: | Y |

Historical Duration Properties

| | |
|---|---|
| Days Of Interval: | 20 |
| Days Of Daily: | 31 |
| Weeks Of Weekly: | 26 |
| Months Of Monthly: | 36 |
| Days Of Agent Login and Logout: | 3 |
| First Business Day Of the Week: | Sunday |
| Business Hours Per Day: | 8 |
| Business Days Per Week: | 5 |
| Days Of Call By Call: | 3 |

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# IVR Port Properties

## Description

DMS switch only. The IVR Port Properties report lists the name and properties of all voice ports.

## Where properties are defined

IVR port properties are defined on the Voice Port Properties property sheet.

## Views

- IVRPort

## Template

config11.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| IVR ACD-DN Name and ID | IVRPort.Name IVRPort.IVRPortID |
| IVR Port Switch ID | IVRPort.SwitchPortID |
| IVR Port Switch Address | IVRPort.SwitchPortAddress |
| Switch Port Name | IVRPort.SwitchPortName |

# IVR Port Properties

BestAir Airlines

Site Name: TORONTO
Table Names: IVRPort

IVR ACD-DN Name and Number: 2105 - 5

IVR Port Switch ID: 1
IVR Port Switch Address: 2105
Switch Port Name: 2105

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# IVR Queue and Port Properties

## Description

Meridian 1 switch only. The IVR Queue and Port Properties report lists the name, number, and threshold class for each Interactive Voice Response (IVR) system queue (ACD-DN), as well as the voice ports assigned to the queue.

## Where properties are defined

IVR ACD-DN properties are defined on the ACD-DN Properties property sheet. IVR port properties are defined on the Voice Port Properties property sheet.

## Views

- IVRQueue
- IVRPort
- IVRThresholdTemplate

## Template

config11.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| IVR Queue Name and ID | IVRQueue.Name IVRQueue.IVRQueueID |
| Service Level Threshold | IVRQueue.ServiceLevelThreshold |
| Acquired | IVRQueue.Acquire |
| Status | IVRQueue.Status |
| IVR ACD-DN Name and ID | IVRPort.Name IVRPort.IVRPortID |
| IVR Port Switch ID | IVRPort.SwitchPortID |
| IVR Port Switch Address | IVRPort.SwitchPortAddress |
| Switch Port Name | IVRPort.SwitchPortName |
| IVR Threshold Class | IVRThresholdTemplate.Name IVRThresholdTemplate.TemplateID |
| Template Field Name | IVRThresholdTemplate.Field |
| Template Level 1 | IVRThresholdTemplate.Level1 |
| Template Level 2 | IVRThresholdTemplate.Level2 |

# IVR Queue and Port Properties

BestAir Airlines
Site Name: TORONTO
Table Names: IVRQueue, IVRPort, IVRThresholdTemplate

**IVR Queue Name and ID: GIVE IVR queue 3650 - 3650**

Service Level Threshold Acquired: 20
Status: Y
Acquired

IVR ACD-DN Name and Number: VP 12-0-2-0 - 0
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-2-0
Switch Port Name: VP 12-0-2-0
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-2-1 - 1
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-2-1
Switch Port Name: VP 12-0-2-1
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-2 - 10
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-3-2
Switch Port Name: VP 12-0-3-2
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-3 - 11
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-3-3
Switch Port Name: VP 12-0-3-3
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-4 - 12
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-3-4
Switch Port Name: VP 12-0-3-4
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-5 - 13
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-3-5
Switch Port Name: VP 12-0-3-5
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

IVR ACD-DN Name and Number: VP 12-0-3-6 - 14
IVR Port Switch ID: 1
IVR Port Switch Address 12-0-3-6
Switch Port Name: VP 12-0-3-6
IVR Threshold Template Class: IVR_Template
Template Field Short Call
Template Level 1: 5
Template Level 2:

config11.rpt
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# Logged-in Agent Position ID

## Description

The Agent Position ID report lists agents and provides, for each one, login ID and position ID, and (on the Meridian 1 switch) personal DN.

**Note:** Agent status information is written to the database every 15 minutes. This report shows agent status as of the end of the last 15-minute interval.

## View

- Agent
- eAgentLoginStat

## Template

- config32.rpt

## Filters

- agent login ID
- agent name

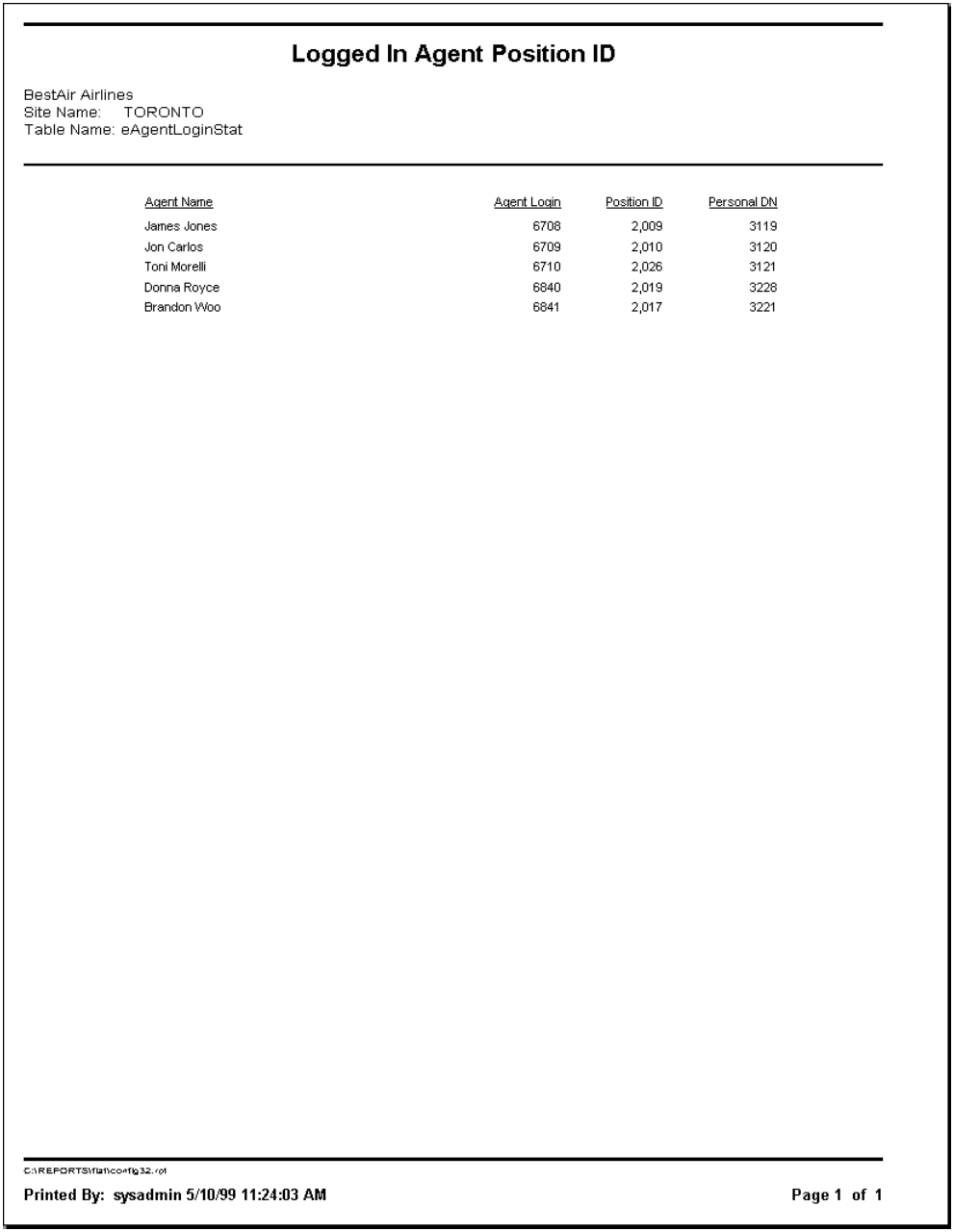
## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—AgentPerformance | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Agent Name | eAgentLogin.AgentSurName<br>eAgentLogin.AgentGivenName |
| Agent Login | eAgentLogin.AgentLogin |
| Position ID | eAgentLogin.PositionID |
| Personal DN (Meridian 1) | Agent.PersonalDN |

# Meridian 1 report



## Logged In Agent Position ID

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

| Agent Name | Agent Login | Position ID | Personal DN |
|---|---|---|---|
| James Jones | 6708 | 2,009 | 3119 |
| Jon Carlos | 6709 | 2,010 | 3120 |
| Toni Morelli | 6710 | 2,026 | 3121 |
| Donna Royce | 6840 | 2,019 | 3228 |
| Brandon Woo | 6841 | 2,017 | 3221 |

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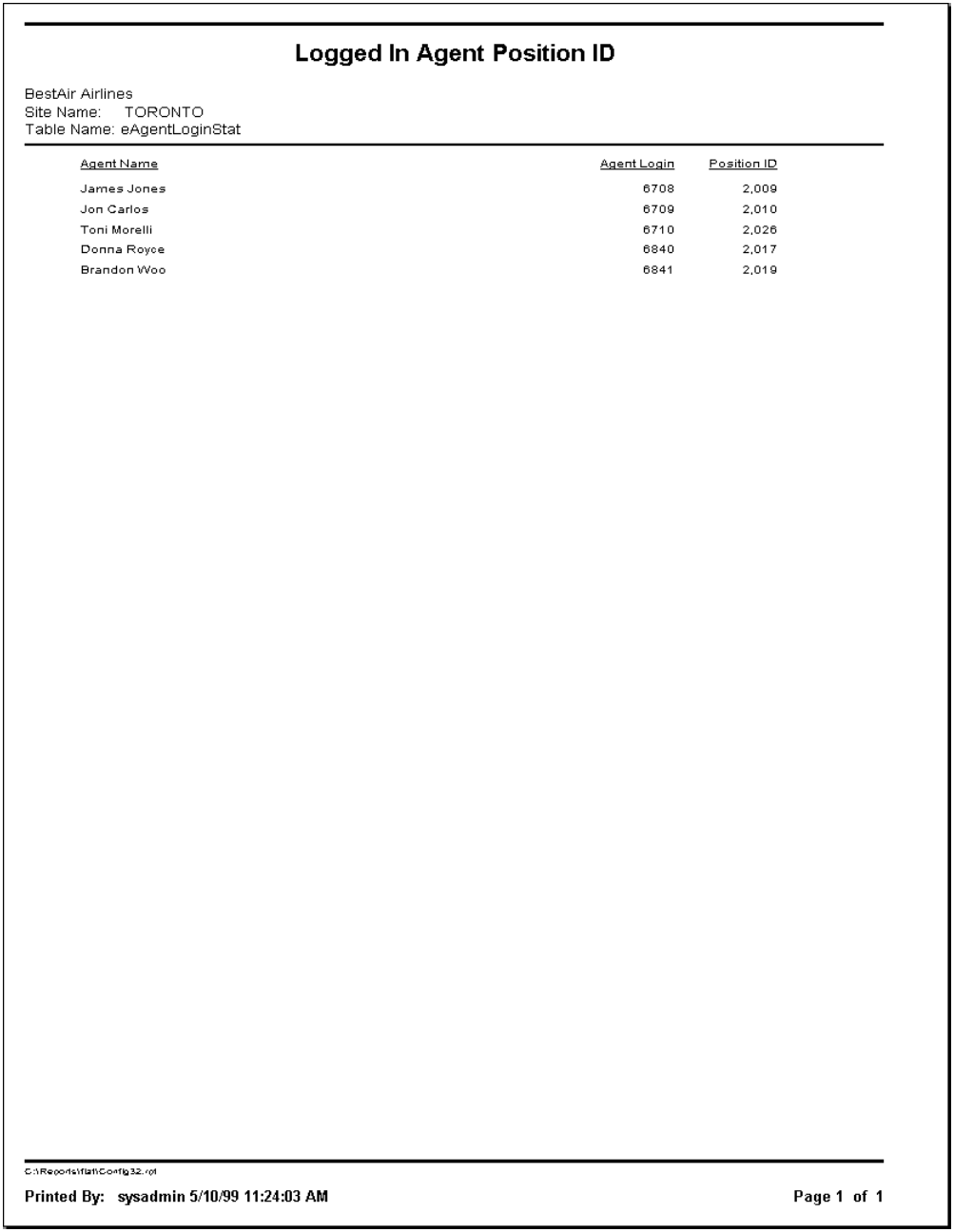
# DMS report



**Logged In Agent Position ID**

BestAir Airlines
Site Name: TORONTO
Table Name: eAgentLoginStat

| Agent Name | Agent Login | Position ID |
|---|---|---|
| James Jones | 6708 | 2,009 |
| Jon Carlos | 6709 | 2,010 |
| Toni Morelli | 6710 | 2,026 |
| Donna Royce | 6840 | 2,017 |
| Brandon Woo | 6841 | 2,019 |

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# Network Site and Application Properties

## Description

Networking option only. The Network Site and Application Properties report lists all of the sites in the network, and for each one, shows

- the site's properties (as configured on the NCC)
- the remote switch parameters for the site (as configured on the local server)
- the applications at that site

For each application, it includes the service level threshold and whether local and network call-by-call statistics are collected for the application.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## Where properties are defined

Site properties are defined on the Site Properties property sheet at the NCC. Remote switch parameters are defined on the Network Communication Parameters dialog box. Application properties are defined on the Application Properties property sheet at each server. Collection of call-by-call statistics for an application is configured at the server on the Call By Call—Historical Statistics property page.

## Views

- RemoteApplication
- Site
- TargetSwitchComm

## Template

- config28.rpt

## Filter

- site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Available Sites fields

| Report field | View field/Formula |
|---|---|
| Site Name | Site.SiteName |
| Filter Timer | Site.OutOfServiceTimer |
| Time Relative to GMT | Site.RelativeGMT |
| Contact Person | Site.ContactPerson |
| Phone Number | Site.ContactNumber |

## Destination Configuration fields

| Report field | View field/Formula |
|---|---|
| Destination Site | TargetSwitchComm.SiteName |
| Dialable DN | TargetSwitchComm.DialableDN |
| Number of Retries | TargetSwitchComm.NumRetries |
| Retry Timer (sec) | TargetSwitchComm.RetryTimer |
| Agent Reserve Timer | TargetSwitchComm.AgentReserveTimer |

## Application fields

| Report field | View field/Formula |
|---|---|
| Application ID | RemoteApplication.RemoteApplicationID |
| Application Name | RemoteApplication.Name |
| Call-by-Call | RemoteApplication.CallByCall |
| Service Level Threshold | RemoteApplication.ServiceLevelThreshold |

## Grouping

Application information is grouped by site.

# Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

**Available Sites:**

| Site Name | Filter Timer | Time Relative to GMT | Contact Person | Phone Number |
|---|---|---|---|---|
| BOSTON | 00:10 | +5 | Li Ming | 555-2098 |
| CHICAGO | 00:10 | +6 | Jocelyn Petrovsky | 555-9911 |
| SF | 01:00 | +8 | Manfred Simpson | 555-8871 |

**Destination Configuration for Site : TORONTO**

| Destination Site | Dialable DN | Number of Retries | Retry Timer (sec) | Agent Reserve Timer |
|---|---|---|---|---|
| BOSTON | 5552222 | 5 | 5 | 30 |
| CHICAGO | 5559999 | 5 | 5 | 30 |
| SF | 5558888 | 5 | 10 | 45 |

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# Network Skillset Routing Properties

## Description

Networking option only. The Network Skillset Routing Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## Definition: Round-robin routing

Round-robin routing is an agent request method that evenly distributes calls across the network. Each agent request is sent to a predefined site or group of sites. For example, in a four-site Symposium Call Center Server network, an agent request could be sent to nodes 1, 2, and 3. The next agent request is sent to nodes 2, 3, and 4. The next agent request is sent to nodes 4, 1, and 2, and so on. The agent request is always sent to the next target node or group of nodes, even if agents are available in a preceding target.

## Definition: Sequential routing

Sequential routing is an agent request method that always queues a call to the first site, then the second site, then the third site, and so on. The presentation does not change.

## Where properties are defined

Network skillset properties are defined on the Network Skillset Properties property sheet. Network skillset routing properties are defined on the Sites dialog box.

## Views

- NetworkSkillsetStatus
- Ranking
- Skillset

## Templates

- config39.rpt

## Filter

- network skillset name
- site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Site fields

| Report field | View field/Formula |
|---|---|
| Site Name | NetworkSkillsetStatus.Site |
| Site Filter | NetworkSkillsetStatus.FilterStatus |
| Network Skillset (if skillset is being filtered) | Skillset.NetworkSkillset |
| Network Skillset Filter (if skillset is being filtered) | NetworkSkillsetStatus.FlowControlStatus |

## Network skillset fields

| Report field | View field/Formula |
|---|---|
| Network Skillset | Skillset.NetworkSkillset |
| Routing Method | Skillset.UseRoundRobin |
| Destination Site Name | NetworkSkillsetStatus.SiteName |
| Rank | Ranking.Rank |
| Network Skillset Filter | NetworkSkillsetStatus.FlowControlStatus |

# Network Skillset Routing Properties

BestAir Airlines
Site Name: TORONTO
Table Name: NetworkSkillsetStatus, Skillset, Ranking

**Site Status**

| Site Name | Site Filter | Network Skillset Name | Network Skillset Filter |
|---|---|---|---|
| BOSTON | Off | | |
| | | Cargo | Out of Service |
| CHICAGO | Off | | |
| | | Bookings | Max Request |
| SF | Maximum number of retries reached | | |

| Network Skillset | Routing Method | Destination Site Name | Rank | Network Skillset Filter |
|---|---|---|---|---|
| Bookings | Sequential | SF | 0 | Off |
| | | CHICAGO | 1 | Max Request |
| | | BOSTON | 2 | Off |
| Cargo | Sequential | SF | 0 | Off |
| | | CHICAGO | 1 | Off |
| | | BOSTON | 2 | Out of Service |
| Vacations | Sequential | SF | 0 | Off |
| | | CHICAGO | 1 | Off |
| | | BOSTON | 2 | Off |

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# Real Time Template Properties

## Description

The Real Time Template Properties report lists each real-time display definition and describes its properties.

## Where properties are defined

Real-time display definition properties are defined on the Real-time Display Properties property sheet.

## Views

- RealTimeTemplate
- RealTimeColumn
- Formula

## Template

- config21.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Template Name | RealTimeTemplate.Name |
| Class | RealTimeTemplate.Class |
| Refresh Rate | RealTimeTemplate.RefreshRate / 1000 |
| View Mode | RealTimeTemplate.ViewMode |
| Column Name | RealTimeColumn.Label |
| Formula Name | Formula.Name |
| Format | RealTimeColumn.Format |
| Scale From | RealTimeColumn.ScaleFrom |
| Scale To | RealTimeColumn.ScaleTo |

# Real Time Template Properties

BestAir Airlines
Site Name: TORONTO
Table Names: RealTimeTemplate, RealTimeColumn and Formula

**Template Name: Standard_Agent_by_Supervisor**

| | |
|---|---|
| Class: | Agent |
| Refresh Rate: | 2 |
| View Mode: | Moving Window |

| Column Name | Formula Name | Format | Scale From | Scale To |
|---|---|---|---|---|
| Position ID | N/A | Text | -- | -- |
| Walkaway | N/A | Text | -- | -- |
| DN Out | N/A | Text | -- | -- |
| Agent ID | N/A | Text | -- | -- |
| Supervisor | N/A | Text | -- | -- |
| Answered Skillset | N/A | Text | -- | -- |
| Time In State (bar) | N/A | Histogram | 0.00 | 360.00 |
| DN In | N/A | Text | -- | -- |
| Agent First Name | N/A | Text | -- | -- |
| Time In State | N/A | Time in time-format | 0.00 | 100.00 |
| Last Name | N/A | Text | -- | -- |
| In Calls Status | N/A | Text | -- | -- |

**Template Name: Standard_Application_Display**

| | |
|---|---|
| Class: | Application |
| Refresh Rate: | 10 |
| View Mode: | Interval To Date |

| Column Name | Formula Name | Format | Scale From | Scale To |
|---|---|---|---|---|
| Calls Offered | N/A | Number | 0.00 | 100.00 |
| Application | N/A | Text | -- | -- |
| % Srv Lvl | %Service_Level | Number | 0.00 | 100.00 |
| Calls Ans | N/A | Number | 0.00 | 0.00 |
| Calls Given Terminate | N/A | Number | 0.00 | 100.00 |
| Calls Wait | N/A | Number | 0.00 | 0.00 |
| Longest Wait | N/A | Number | 0.00 | 0.00 |
| Avg Ans Dly | Average_Answer_Delay | Number | 0.00 | 360.00 |
| Calls Abnd | N/A | Number | 0.00 | 0.00 |

**Template Name: Standard_CallCenterSummary**

| | |
|---|---|
| Class: | Summary |
| Refresh Rate: | 10 |
| View Mode: | Moving Window |

| Column Name | Formula Name | Format | Scale From | Scale To |
|---|---|---|---|---|
| Ntwk In Calls Offered | N/A | Number | 0.00 | 0.00 |
| Call Center | N/A | Text | -- | -- |
| Ntwk In Calls Wait | N/A | Number | 0.00 | 0.00 |
| Ntwk In Calls Ans | N/A | Number | 0.00 | 0.00 |
| Calls Wait | N/A | Number | 0.00 | 0.00 |
| Calls Offered | N/A | Number | 0.00 | 100.00 |

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# Route Properties

## Description

The Route Properties report lists each route, the assigned route name, and the assigned threshold class name. It also displays the threshold times set for each template.

## Where properties are defined

Route properties are defined on the Route Properties property sheet.

## Views

- Route
- RouteThresholdTemplate

## Template

- config9.rpt

## Filters

- Route ID
- Route Name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Route Number | Route.RouteID |
| Route Name | Route.RouteName |
| Threshold Class | RouteThresholdTemplate.Name |
| Field | RouteThresholdTemplate.Field |
| Level 1 | RouteThresholdTemplate.Level1 |
| Level 2 | RouteThresholdTemplate.Level2 |

# Route Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Route, RouteThresholdTemplate

**Route Name** Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

**Route Name** Route1

Route Number 1
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

**Route Name** Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

**Route Name** Route2

Route Number 2
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

**Route Name** Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties
Field: Short Call
Level 1: 10
Level 2:

**Route Name** Route3

Route Number 3
Threshold Class Route_Template

Threshold Properties
Field: Service Level Threshold
Level 1: 20
Level 2:

config.rpt
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# Script Variable By Script

## Description

For each script, the Script Variable By Script report lists the script type and status, along with the names of the script variables used. For each variable, it provides the status and type.

For more information on scripting, refer to the *Scripting Guide*.

## View

- ScriptVariables

## Template

- config36.rpt

## Filter

- script variable name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Script | Script |
| Status | ScriptStatus |

| Report field | View field/Formula |
|---|---|
| Type | Type |
| Script Variable Name | Variable |
| Status | VariableStatus |
| Type | VariableType |

# Script Variable By Script

Site Name: ICCMNGEN23
Table Name: ScriptVariables

| | Script Variable Name | Status | Type |
|---|---|---|---|
| **Script : Load_script_local** | | | |
| Status: Activated<br>Type: Primary | | | |
| | Arun | Activated | Voice Segment |
| | LastLoadTestDay | Activated | Day |
| | FirstLoadTestDay | Activated | Day |
| | load_pri_var1 | Activated | Priority |
| | load_pri_var2 | Activated | Priority |
| | load_pri_var3 | Activated | Priority |
| | load_ss_list1 | Activated | Skillset |
| | load_ss_list2 | Activated | Skillset |
| | load_wait_timer | Activated | Integer |
| **Script : Load_script_network** | | | |
| Status: Activated<br>Type: Primary | | | |
| | FirstLoadTestDay | Activated | Day |
| | load_pri_var2 | Activated | Priority |
| | load_pri_var3 | Activated | Priority |
| | load_ss_list1 | Activated | Skillset |
| | load_ss_list2 | Activated | Skillset |
| | load_wait_timer | Activated | Integer |
| | LandonWillson | Activated | Voice Segment |
| **Script : Master_Script** | | | |
| Status: Activated<br>Type: Local Master | | | |
| | LastLoadTestDay | Activated | Day |
| | FirstLoadTestDay | Activated | Day |

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# Script Variable Properties

## Description

The Script Variable Properties report lists the group, type, status, and class of each variable.

For more information on scripting, refer to the *Scripting Guide*.

## View

- ScriptVariableProperties
- ScriptVariables

## Template

- config35.rpt

## Filter

- script variable name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Script Variable | ScriptVariables.Variable |
| Status | ScriptVariables.VariableStatus |

| Report field | View field/Formula |
|---|---|
| Group | ScriptVariableProperties.Grouping |
| Type | ScriptVariables.VariableType |
| Class | ScriptVariableProperties.Class |
| Comment | ScriptVariableProperties.Comment |
| Referencing Script Name | ScriptVariables.Script |
| Script Status | ScriptVariables.ScriptStatus |
| Script Type | ScriptVariables.ScriptType |

# Script Variable Properties

BestAir Airlines

Site Name: TORONTO
Table Name: ScriptVariables, ScriptVariableProperties

| | Referencing Script Name | Script Status | Script Type |
|---|---|---|---|
| **Script Variable : Automated101** | | | |
| Status: Activated<br>Type: Voice Segment<br>Group: Global Variable<br>Class: Set Of Values<br>Comment: | | | |
| | IVR_SHIFT2_BCASTANNOUNCE | Activated | Secondary |
| **Script Variable : Flight101** | | | |
| Status: Activated<br>Type: Voice Segment<br>Group: Global Variable<br>Class: Set Of Values<br>Comment: | | | |
| | IVR_SHIFT1_BCASTANNOUNCE | Activated | Secondary |
| **Script Variable : INTRINSIC1_SHIFT2_EXPTIME** | | | |
| Status: Activated<br>Type: Seconds<br>Group: Global Variable<br>Class: Item<br>Comment: Expected wait time for INTRISIC1_SHIFT2 | | | |
| | INTRINSIC1_SHIFT2 | Activated | Secondary |
| **Script Variable : INTRINSIC2_SHIFT2_LEVEL2** | | | |
| Status: Activated<br>Type: Integer<br>Group: Global Variable<br>Class: Item<br>Comment: | | | |
| | INTRINSIC2_SHIFT1 | Activated | Secondary |
| **Script Variable : INTRINSIC2_SHIFT2_LEVEL3** | | | |
| Status: Activated<br>Type: Integer<br>Group: Global Variable<br>Class: Item<br>Comment: | | | |
| | INTRINSIC2_SHIFT1 | Activated | Secondary |

config35.rpt

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# Skillset Properties

## Description

The Skillset Properties report describes all skillset properties, including the skillset type (local or network) and the service level threshold defined for the threshold class to which the skillset belongs.

## Where properties are defined

Skillset properties are defined on the Skillset Properties property sheet.

## View

- Agent
- Skillset
- SkillsetByAgent

## Template

- config16.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Skillset Name | Skillset.Skillset |
| Comment | Skillset.Comment |
| Call Source Preference (Networking option only) | Skillset.CallSourcePreference |
| Call Age Preference | Skillset.CallAgePreference |
| Service Level Threshold | Skillset.ServiceLevelThreshold |
| Min Short Call Delay | Skillset.MinShortCallDelay |
| Night Service Type | Skillset.NightServiceType |
| Mapped ACD-DN Number | Skillset.DN |
| Default Activity Code (Meridian 1) | Skillset.ActivityCode |
| Skillset Is Networked (Networking option only) | Skillset.IsNetworked |
| Nodal Network Skillset Name (Networking option only) | Skillset.NetworkSkillsetName |
| Call Queue Requested Size (Networking option only) | Skillset.CallRequestQueueSize |
| Flow Control Threshold (Networking option only) | Skillset.CallRequestQueueSizeThreshold |
| Comment (Networking option only) | Skillset.NetworkSkillsetComment |
| Use Round Robin (Networking option only) | Skillset.UseRoundRobin |

| Report field | View field/Formula |
|---|---|
| Agent Name and ID | Agent.GivenName Agent.Surname Agent.TelsetLoginID |
| Priority | SkillsetByAgent.Priority |

# Meridian 1 report

## Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset, Agent, SkillsetByAgent

**Skillset Name: European_Vacations**

Comment:

| | |
|---|---|
| Call Source Preference: | None |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |
| Skillset Is Networked: | Y |

**Nodal Network Skillset Name: European_Vacations**

| | |
|---|---|
| Call Queue Request Size: | 50 |
| Flow Control Threshold: | 10 |
| Use Round Robin: | Y |

Comment:

| Agent Name and ID | Priority |
|---|---|
| Toni Morelli -- 6710 | 2 |
| Jon Carlos -- 6709 | 2 |
| James Jones -- 6708 | 1 |

**Skillset Name: Vacations**

Comment:

| | |
|---|---|
| Call Source Preference: | None |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |
| Skillset Is Networked: | Y |

**Nodal Network Skillset Name: Vacations**

| | |
|---|---|
| Call Queue Request Size: | 50 |
| Flow Control Threshold: | 10 |
| Use Round Robin: | Y |

Comment:

| Agent Name and ID | Priority |
|---|---|
| Toni Morelli -- 6710 | 1 |
| Jon Carlos -- 6709 | 1 |
| James Jones -- 6708 | 0 |

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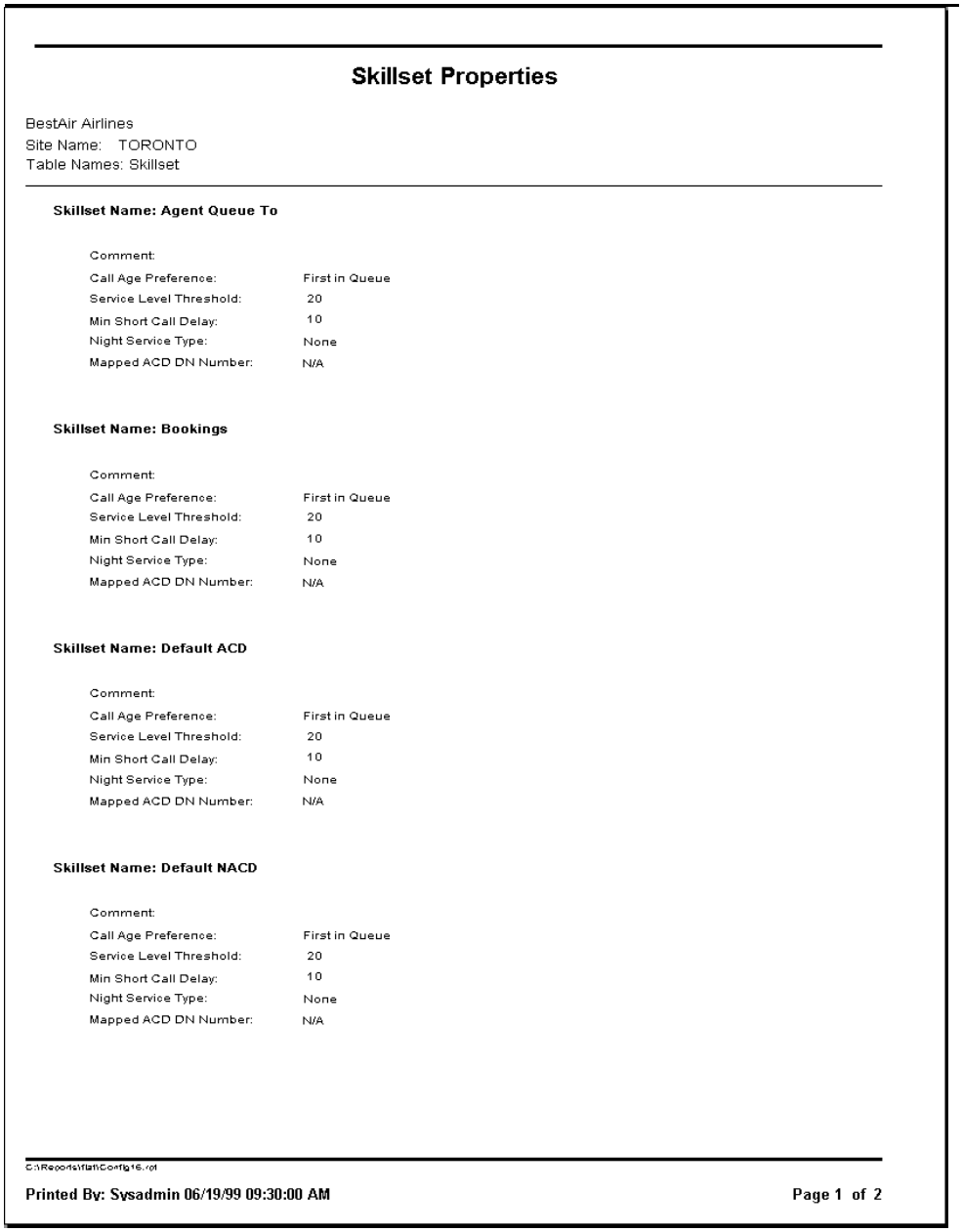
**Printed By: sysadmin 4/15/99 10:15:32** **Page 1 of 1**

# DMS report



## Skillset Properties

BestAir Airlines
Site Name: TORONTO
Table Names: Skillset

**Skillset Name: Agent Queue To**

| | |
|---|---|
| Comment: | |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |

**Skillset Name: Bookings**

| | |
|---|---|
| Comment: | |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |

**Skillset Name: Default ACD**

| | |
|---|---|
| Comment: | |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |

**Skillset Name: Default NACD**

| | |
|---|---|
| Comment: | |
| Call Age Preference: | First in Queue |
| Service Level Threshold: | 20 |
| Min Short Call Delay: | 10 |
| Night Service Type: | None |
| Mapped ACD DN Number: | N/A |

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# Supervisor Properties

## Description

The Supervisor Properties report lists all Symposium Call Center Server supervisors by name and threshold class. The report includes port information, personal or secondary directory number, login information, comments, and all names of the agents (reporting and associated) assigned to the supervisor.

## Where properties are defined

Supervisor Properties are defined on the User Properties property sheet.

## Views

- SupervisorAgentAssignment
- Supervisor

## Template

- config4.rpt

## Filters

- supervisor login ID
- supervisor name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Agent Performance | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Supervisor Name & ID | Supervisor.Given Name Supervisor.SurName Supervisor.TelsetLoginID. |
| Threshold Class | Supervisor.ThresholdTemplateName |
| Supervisor Template Name | Supervisor.TemplateName |
| Switch Port Address | Supervisor.SwitchPortAddress |
| Switch ID | Supervisor.SwitchID |
| PC Login Name | Supervisor.PCLoginName |
| Personal Directory Number (DN) (Meridian 1) | Supervisor.PersonalDN |
| Comment | Supervisor.Comment |
| Supervisor Type | SupervisorAgentAssignment.Type |
| Agents Assigned | SupervisorAgentAssignment.AgentGivenName, SupervisorAgentAssignment.AgentSurName, SupervisorAgentAssignment.AgentTelsetLoginID |

# Meridian 1 report

## Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

**Supervisor Name & ID: Pat Wilson -- 7871**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-2 |
| Switch ID: | 1.00 |
| PC Login Name: | pwilson |
| Personal Directory Number (DN): | 2511 |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | Sara Fargus - 6911 |
| Reporting | Ronnie Heintz - 6912 |
| Reporting | Dylan Marcus - 6844 |
| Reporting | Donna Royce - 6840 |
| Reporting | Tajinder Singh - 6913 |
| Reporting | Lori Vandenberg - 6763 |
| Reporting | Tom Wilson - 6761 |
| Reporting | Brandon Woo - 6841 |
| Associated | Steven Chung - 6851 |
| Associated | Fred Gogolek - 6853 |

**Supervisor Name & ID: Chris Konings -- 7870**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-9 |
| Switch ID: | 1.00 |
| PC Login Name: | ckoning |
| Personal Directory Number (DN): | 2534 |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | Steven Chung - 6851 |
| Reporting | Terry Davidson - 8959 |
| Reporting | Toni Di Angelo - 6766 |
| Reporting | Fred Gogolek - 6853 |
| Reporting | Bert Katerberg - 6789 |
| Reporting | Brandon Woo - 6841 |
| Associated | James Jones - 6708 |
| Associated | Lori Vandenberg - 6763 |
| Associated | Tom Wilson - 6761 |

**Supervisor Name & ID: Marta Mitchell -- 7877**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-3 |
| Switch ID: | 1.00 |
| PC Login Name: | mmitch |
| Personal Directory Number (DN): | 2541 |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | James Jones - 6708 |

config4.rpt

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# DMS report

## Supervisor Properties

BestAir Airlines
Site Name: TORONTO
Table Names: SupervisorAgentAssignment, Supervisor

**Supervisor Name & ID: Pat Wilson -- 7871**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-2 |
| Switch ID: | 1.00 |
| PC Login Name: | pwilson |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | Sara Fargus - 6911 |
| Reporting | Ronnie Heintz - 6912 |
| Reporting | Dylan Marcus - 6844 |
| Reporting | Donna Royce - 6840 |
| Reporting | Tajinder Singh - 6913 |
| Reporting | Lori Vandenberg - 6763 |
| Reporting | Tom Wilson - 6761 |
| Reporting | Brandon Woo - 6841 |
| Associated | Steven Chung - 6851 |
| Associated | Fred Gogolek - 6853 |

**Supervisor Name & ID: Chris Konings -- 7870**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-9 |
| Switch ID: | 1.00 |
| PC Login Name: | ckoning |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | Steven Chung - 6851 |
| Reporting | Terry Davidson - 8959 |
| Reporting | Toni Di Angelo - 6766 |
| Reporting | Fred Gogolek - 6853 |
| Reporting | Bert Katerberg - 6789 |
| Reporting | Brandon Woo - 6841 |
| Associated | James Jones - 6708 |
| Associated | Lori Vandenberg - 6763 |
| Associated | Tom Wilson - 6761 |

**Supervisor Name & ID: Marta Mitchell -- 7877**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-3 |
| Switch ID: | 1.00 |
| PC Login Name: | mmitch |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | James Jones - 6708 |

**Supervisor Name & ID: Cindy Wong -- 7872**

| | |
|---|---|
| Threshold Class: | Agent_Template |
| Supervisor Template Name: | Supervisors |
| Switch Port Address: | 8-0-2-5 |
| Switch ID: | 1.00 |
| PC Login Name: | cwong |
| Comment: | |

| Supervisor Type | Agents Assigned |
|---|---|
| Reporting | Bev Arthur - 6622 |

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# Telephone Display Properties

## Description

You can configure the order in which the Nortel Symposium Call Center Server displays information (such as caller line ID, or CLID, and caller name) on agent phonesets.

The Telephone Display Properties report lists the configured display types, the width of the display, and the number of rows in the display.

## Where properties are defined

Telephone display properties are defined on the Telephone Display Properties property sheet.

## View

- PhoneSetDisplay

## Template

- config6.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Telephone Display Set Type Name | DisplayTypeName |
| Field Name | FieldName |
| Width | Width |
| Row | Row |

## Telephone Display Properties

BestAir Airlines
Site Name: TORONTO
Table Name: PhoneSetDisplay

**Telephone Display Set Type Name: 1x24 & 1x18 Alphanumeric**

| Field Name | Width | Row |
|---|---|---|
| Customer's Total Wait Time | 11 | 1 |
| CDN Number | 5 | 1 |
| Skillset | 8 | 1 |

config.rpt
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# User Access Privilege

## Description

The User Access Privilege report lists all of the access classes defined in the system. For each one, it lists all of the privileges assigned to that class, and all the desktop users belonging to that class.

## Views

- AccessRights
- NBManagedObject

## Template

- config42.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Group Name | AccessRights.GroupName |
| Comment | AccessRights.Comment |
| Item in System Window | AccessRights.ObjectName |

| Report field | View field/Formula |
|---|---|
| Level of Access | AccessRights.CreateDeleteAccess,<br>AccessRights.CreatedDeleteAgentAccess,<br>AccessRights.CreateDeleteAllAgentAccess,<br>AccessRights.ReadAccess,<br>AccessRights.ReadAgentAccess,<br>AccessRights.ReadAllAgentAccess,<br>AccessRights.WriteAccess,<br>AccessRights.WriteAgentAccess,<br>AccessRights.WriteAllAgentAccess |
| Name | AccessRights.GivenName, AccessRights.Surname |
| PC Login | AccessRights.PCLoginName |

# User Access Privilege

BestAir Airlines
Site Name: TORONTO

Table Names: AccessRights

**Group Name: adminGroup**

Comment: Blue system administration group

| Access Rights: Item in System Window | Level of Access |
|---|---|
| Server Settings | View |
| Applications | Edit |
| Skillsets | Create / delete |
| Reports - Agent Performance | Create and run any report |
| Agent to Skillset Assignments | View and assign all agents |
| CDNs | Create / delete |
| Connected Sessions | Create / delete |
| Emergency Help | View |
| Agent to Supervisor Assignments | View and assign all agents |
| Script Variables | Create / delete |
| Skillset Threshold Classes | Create / delete |
| Event Browser | View |
| Scripts | Edit, create / delete |
| Phonesets | Create / delete |
| Voice Prompt Editor | Create / delete |
| Event Preferences | Create / delete |
| Route Threshold Classes | Create / delete |
| Real-Time Statistics | Edit |
| IVR ACD-DNs | Create / delete |
| Activity Codes | Create / delete |
| Access Classes | Create / delete |
| Call Presentation Classes | Create / delete |
| Nodal Threshold Classes | Edit |
| Backup Devices | Edit, create / delete |
| Formulas | Create / delete |
| Network Communication Parameters | Create / delete |
| Routes | Create / delete |
| Serial Ports | Edit |
| Phoneset Displays | Create / delete |
| Agent Threshold Classes | Create / delete |
| Users | Edit all users - create agents only |
| Maintenance | View |
| Historical Statistics | Edit |
| DNISs | Create / delete |
| Backup Scheduler | Edit, create / delete |
| Switch Resource | View |
| Reports - Other | Create and run any report |
| Reports | Create and run any report |
| Real-Time Displays | View all agents - create displays |
| Server Performance Monitor | View |
| Users - ICCM | Edit all users - create agents only |
| Application Threshold Classes | Create / delete |
| Voice Ports | Edit |
| Reports - Call-by-Call | Create and run any report |

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# Section F: IVR reports

## In this section

IVR Port First Login/Last Logout 570
IVR Port Statistics 572
IVR Queue Statistics 575

# IVR Port First Login/Last Logout

## Description

Meridian 1 switch only. The IVR Port First Login/Last Logout report provides information on the first login to and last logout from the server. The report lists the ports on which the first login and last logout occurred and the time at which these events occurred.

## View

- eIVRPortLoginStat

## Template

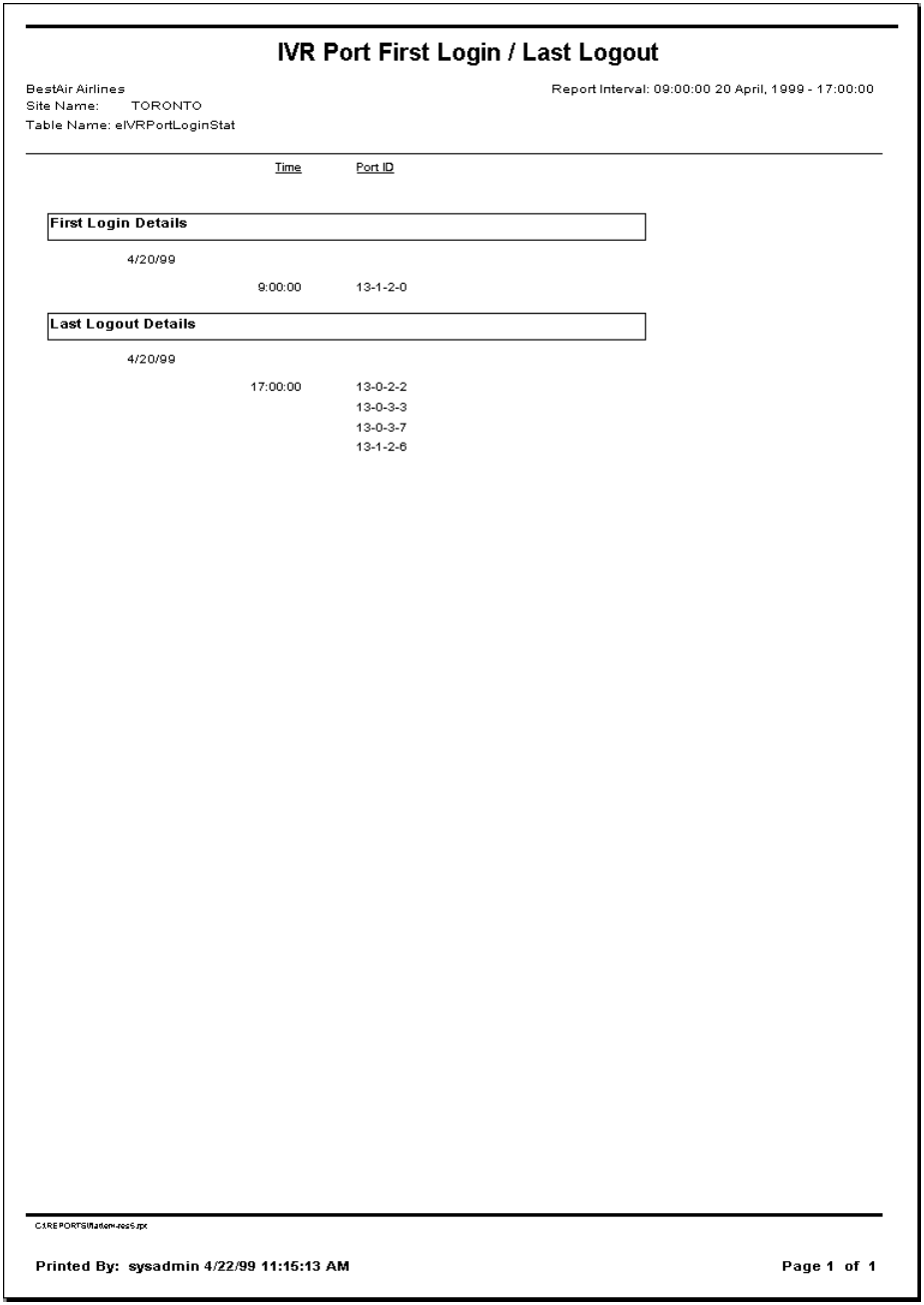
- em-res5.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |
| Voice Ports | View |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Time | Time |
| Port ID | IVRPortID |



## IVR Port First Login / Last Logout

BestAir Airlines
Site Name: TORONTO
Table Name: eIVRPortLoginStat

Report Interval: 09:00:00 20 April, 1999 - 17:00:00

| | Time | Port ID |
|---|---|---|
| **First Login Details** | | |
| 4/20/99 | | |
| | 9:00:00 | 13-1-2-0 |
| **Last Logout Details** | | |
| 4/20/99 | | |
| | 17:00:00 | 13-0-2-2 |
| | | 13-0-3-3 |
| | | 13-0-3-7 |
| | | 13-1-2-6 |

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# IVR Port Statistics

## Description

Meridian 1 switch only. The IVR Port Statistics report shows summarized statistical information grouped by IVR port. The report provides detailed information about specific IVR ports used within the call center. For each port specified, the report shows the total number of calls answered, conferenced, and transferred.

The IVR Port Statistics report also indicates the amount of time the port was available to take calls and how much time was spent waiting to receive calls. The report helps you determine whether a specific port may be causing poor performance within an IVR queue.

## Views

- IVRPortStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res4.rpt
- dm-res4.rpt
- wm-res4.rpt
- mm-res4.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Filters

- IVR Port ID
- IVR Port Name

## Statistics

| Report field | View field/Formula |
|---|---|
| Answered | CallsAnswered |
| Conferenced | CallsConferenced |
| Transferred | CallsTransferred |
| Logged In Time | LoggedInTime |
| Not Ready Time | NotReadyTime |
| Talk Time | TalkTime |
| Waiting Time | WaitingTime |

## Summaries

The report provides totals for each IVR port, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR ports.

# IVR Port Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: ilVRPortStat

Report Interval: 16:30:00 17 April, 1999 - 16:45:00 17 April, 1999

| | Answered | Conferenced | Transferred | Logged In Time | Not Ready Time | Talk Time | Waiting Time |
|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | |
| | 450 | 0 | 0 | 17:45:00 | 00:00:00 | 02:03:38 | 15:41:22 |
| **IVR Queue Name & ID: 3660 - 3660** | | | | | | | |
| Summary: | 225 | 0 | 0 | 05:45:00 | 00:00:00 | 00:51:35 | 04:53:25 |
| **IVR Port Name & ID: 13-0-2-1 - 13-0-2-1** | | | | | | | |
| Summary: | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:25 | 00:12:35 |
| 4/17/99 | | | | | | | |
| 16:45 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:25 | 00:12:35 |
| Daily 4/17/99 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:25 | 00:12:35 |
| IVR Port | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:25 | 00:12:35 |
| **IVR Port Name & ID: 13-0-2-2 - 13-0-2-2** | | | | | | | |
| Summary: | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:22 | 00:12:38 |
| 4/17/99 | | | | | | | |
| 16:45 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:22 | 00:12:38 |
| Daily 4/17/99 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:22 | 00:12:38 |
| IVR Port | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:22 | 00:12:38 |
| **IVR Port Name & ID: 13-0-2-3 - 13-0-2-3** | | | | | | | |
| Summary: | 12 | 0 | 0 | 00:15:00 | 00:00:00 | 00:00:06 | 00:14:54 |
| 4/17/99 | | | | | | | |
| 16:45 | 12 | 0 | 0 | 00:15:00 | 00:00:00 | 00:00:06 | 00:14:54 |
| Daily 4/17/99 | 12 | 0 | 0 | 00:15:00 | 00:00:00 | 00:00:06 | 00:14:54 |
| IVR Port | 12 | 0 | 0 | 00:15:00 | 00:00:00 | 00:00:06 | 00:14:54 |
| **IVR Port Name & ID: 13-0-2-4 - 13-0-2-4** | | | | | | | |
| Summary: | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:11 | 00:12:49 |
| 4/17/99 | | | | | | | |
| 16:45 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:11 | 00:12:49 |
| Daily 4/17/99 | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:11 | 00:12:49 |
| IVR Port | 10 | 0 | 0 | 00:15:00 | 00:00:00 | 00:02:11 | 00:12:49 |

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# IVR Queue Statistics

## Description

Meridian 1 switch only. The IVR Queue Statistics report shows summarized statistical information grouped by IVR queue. The report details the performance of IVR queues, and is especially useful for understanding call volume and delays callers may have experienced when attempting to access the IVR system.

If the report shows you that a particular IVR queue is not performing well, equip the IVR queue with more IVR ports.

## Views

- IVRStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res3.rpt
- dm-res3.rpt
- wm-res3.rpt
- mm-res3.rpt

## Filters

- IVR Queue ID
- IVR Queue Name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answered After Threshold | CallsAnsweredAftThreshold |
| Answered Delay | CallsAnsweredDelay |
| Confer'd | CallsConferenced |
| Transf'd | CallsTransferred |
| Not Treated | CallsNotTreated |
| Not Treated After Threshold | CallsNotTreatedAftThreshold |
| Not Treated Delay | CallsNotTreatedDelay |

## Summaries

ThereportprovidestotalsforeachIVRqueue,andsubtotalsforeachday,week,ormonth, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all IVR queues.

# IVR Queue Statistics

BestAir Airlines
Site Name: TORONTC
Table Name: ilVRStat

Report Interval: 00:00:00 20 April, 1999 - 23:59:59 20 April, 1999

| | Offered | Answered Answered After Threshold | | Answered Delay | Confer'd | Transf'd | Not Treated | Not Treated After Thresh | Not Treated Delay |
|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | |
| | 1,277 | 807 | 0 | 00:02:14 | 0 | 0 | 470 | 235 | 02:08:15 |
| **Queue Name & ID: GIVE IVR queue 3650 - 3650** | | | | | | | | | |
| Summary: | 470 | 0 | 0 | 00:00:00 | 0 | 0 | 470 | 235 | 02:08:15 |
| 4/20/99 | | | | | | | | | |
| 00:00 | 470 | 0 | 0 | 00:00:00 | 0 | 0 | 470 | 235 | 02:08:15 |
| Daily 4/20/99 | 470 | 0 | 0 | 00:00:00 | 0 | 0 | 470 | 235 | 02:08:15 |
| Queue | 470 | 0 | 0 | 00:00:00 | 0 | 0 | 470 | 235 | 02:08:15 |
| **Queue Name & ID: 3660 - 3660** | | | | | | | | | |
| Summary: | 248 | 248 | 0 | 00:01:08 | 0 | 0 | 0 | 0 | 00:00:00 |
| 4/20/99 | | | | | | | | | |
| 00:00 | 248 | 248 | 0 | 00:01:08 | 0 | 0 | 0 | 0 | 00:00:00 |
| Daily 4/20/99 | 248 | 248 | 0 | 00:01:08 | 0 | 0 | 0 | 0 | 00:00:00 |
| Queue | 248 | 248 | 0 | 00:01:08 | 0 | 0 | 0 | 0 | 00:00:00 |
| **Queue Name & ID: 3670 - 3670** | | | | | | | | | |
| Summary: | 223 | 223 | 0 | 00:01:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| 4/20/99 | | | | | | | | | |
| 00:00 | 223 | 223 | 0 | 00:01:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| Daily 4/20/99 | 223 | 223 | 0 | 00:01:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| Queue | 223 | 223 | 0 | 00:01:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| **Queue Name & ID: 3680 - 3680** | | | | | | | | | |
| Summary: | 336 | 336 | 0 | 00:00:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| 4/20/99 | | | | | | | | | |
| 00:00 | 336 | 336 | 0 | 00:00:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| Daily 4/20/99 | 336 | 336 | 0 | 00:00:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| Queue | 336 | 336 | 0 | 00:00:03 | 0 | 0 | 0 | 0 | 00:00:00 |
| **GRAND TOTAL** | | | | | | | | | |
| | 1,277 | 807 | 0 | 00:02:14 | 0 | 0 | 470 | 235 | 02:08:15 |

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# Section G: NCC reports

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# Overview of NCC reports

## Introduction

This chapter lists the reports that you can generate when logged in to the Network Control Center (NCC). In some cases, these reports are similar to reports that are available on the server, but they use a different view or contain additional fields.

**Notes:**

- To generate a consolidated report, define the same userid and password on each server in the network. At each server, that userid must have the rights required to generate the report. Then, log in to the NCC with that userid and password.
- For information about reports that can be run on other servers in the network, see Section H: “Network reports,” on page 627.

## Time zone conversion

When you generate a consolidated interval report, you specify the period to be included in the report. You can also choose whether to convert times to your time zone.

If you have servers in different time zones, time zone conversion allows you to compare activity for the same period. For example, if you want to interpret the impact of a new, commercial that is broadcast simultaneously at all sites, you would use a consolidated report based on a particular time at the NCC.

If you want to report on activity at all sites during the same period—for example, lunch hour—you would not use time zone conversion. (If a site has not reached the specified time, the report will not contain data for that site. For example, if the current time at one site is 11:00 a.m., that site will not be included in the report.)

**Note:** For time zone conversion to work, the Time Relative to GMT must be configured for all sites in the Site Parameters.

# Network Call By Call Statistics

## Description

NCC option only. For each call that is networked out, the Network Call By Call Statistics report shows detailed information including time, event, agent, source, and destination.

**Notes:**

- Network Call By Call Statistics reports contain a large amount of data. Consequently, they take much longer to generate than other types of reports.
- User-defined reports using this standard report as a template cannot be scheduled.

## Time zone conversion

When you generate a Network Call By Call Statistics report, you specify a source site and a data extraction period based on the time at the source site. (The data extraction period can be up to one hour.) The report contains information about all calls networked out from the source site during this period, and provides all events applicable to those calls, from the time they entered the source site to the time that they ended. If the Time Zone Relative to GMT is configured correctly for each site, the time stamp for each call event is in the time zone of the source site.

For example, the administrator of BestAir's NCC wants to generate a Network Call By Call Statistics report to report on calls networked out from the Chicago server during the period from 10:00 a.m. to 11:00 a.m., Toronto time. (Chicago is one hour behind Toronto.) When generating the report, the administrator identifies Chicago as the source site, and specifies a data extraction period of 9:00 a.m. to 10:00 a.m..

## Views

- eCallByCallStatYYYYMMDD (source site)
- eNetCallByCallStatYYYYMMDD

## Template

- netcbc.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Call By Call | Create and run any report |
| Users | View all users |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Call ID | eNetCallByCallStatYYYYMMDD.CallId |
| Timestamp | eNetCallByCallStatYYYYMMDD.Timestamp |
| Time | eNetCallByCallStatYYYYMMDD.Time |
| Event | eNetCallByCallStatYYYYMMDD.CallEventName |
| AgentID | eNetCallByCallStatYYYYMMDD.TelsetLoginID |
| Event Data | eNetCallByCallStatYYYYMMDD.EventData |
| Source | eNetCallByCallStatYYYYMMDD.Source |
| Destination | eNetCallByCallStatYYYYMMDD.Destination |

# Network Call By Call Statistics

BestAir Airlines
Site Name: NCC
Table Name: eNetCallByCallStatYYYYMMDD
eCallByCallStatYYYYMMDD

Report Interval: 19991004 10:45:00 - 19991004 10:59:59

| | Event | Agent ID | Event Data | Source | Destination |
|---|---|---|---|---|---|
| **121,241,603** | | | | | |
| 10/4/99 | 10:58:17 Network In Call Arrived | | CLID: 7307114 | RTE: 30 TRK: 19 | CDN: 3759 |
| | 10:58:17 Network In Call Queued | | 1st_TIME_QUEUED_TO_SKSET: YES | R_APP: Load_Script_Network R_SITE: ICCM | SK_SET: nload1 |
| | 10:58:17 Handed Over to Network Application | | | CDN: 3759 | L_APP: |
| | 10:58:18 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload1 | |
| | 10:58:18 Give Ringback | | | | |
| | 10:58:18 Network In Call Answered | 115 | DELAY_AFTER_Q: 1 | | |
| | 10:58:18 Call Presented | | | | AGT: 115 |
| | 10:58:27 Network In Call Released | 115 | | | |
| **121,241,604** | | | | | |
| 10/4/99 | 10:55:49 Network In Call Queued | | 1st_TIME_QUEUED_TO_SKSET: YES | R_APP: Load_Script_Network R_SITE: ICCM | SK_SET: nload4 |
| | 10:55:50 Call Presented | | | | AGT: 116 |
| | 10:55:50 Handed Over to Network Application | | | CDN: 3759 | L_APP: |
| | 10:55:50 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload4 | |
| | 10:55:50 Give Ringback | | | | |
| | 10:55:50 Network In Call Arrived | | CLID: 7307115 | RTE: 30 TRK: 17 | CDN: 3759 |
| | 10:55:51 Network In Call Answered | 116 | DELAY_AFTER_Q: 2 | | |
| | 10:55:59 Network In Call Released | 116 | | | |
| **121,241,605** | | | | | |
| 10/4/99 | 10:55:32 Network In Call Queued | | 1st_TIME_QUEUED_TO_SKSET: YES | R_APP: Load_Script_Network R_SITE: ICCM | SK_SET: nload4 |
| | 10:55:32 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload4 | |
| | 10:55:32 Handed Over to Network Application | | | CDN: 3759 | L_APP: |
| | 10:55:32 Give Ringback | | | | |
| | 10:55:32 Call Presented | | | | AGT: 113 |
| | 10:55:32 Network In Call Arrived | | CLID: 7307114 | RTE: 30 TRK: 19 | CDN: 3759 |
| | 10:55:33 Network In Call Answered | 113 | DELAY_AFTER_Q: 1 | | |
| | 10:55:42 Network In Call Released | 113 | | | |
| **121,241,606** | | | | | |
| 10/4/99 | 10:57:53 Network In Call Queued | | 1st_TIME_QUEUED_TO_SKSET: YES | R_APP: Load_Script_Network R_SITE: ICCM | SK_SET: nload5 |
| | 10:57:54 Network In Call Arrived | | CLID: 7307115 | RTE: 30 TRK: 13 | CDN: 3759 |
| | 10:57:54 Call Presented | | | | AGT: 115 |
| | 10:57:54 Network In Call Dequeued | | REASON: PRESENTED | SK_SET: nload5 | |

# Network Consolidated Application Performance

## Description

NCC option only. This report contains summarized application performance statistics for all sites in the network. For each site, the report lists all applications. For each application at a site, the report lists the number of outgoing network calls that were answered, delayed, and abandoned. The report contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

This report can be particularly useful in determining the efficiency of your network configuration.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnetapp1.rpt
- dcnetapp1.rpt
- wcnetapp1.rpt
- mcnetapp1.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Network Out Call statistics

| Report field | View field/formula |
|---|---|
| Offered | NetOutCalls |
| Answered | NetOutCallsAnswered |
| Abandoned | NetOutCallsAbandoned |
| Reaching Non-ISDN Trunks | NetOutCallsReachNonISDN |

## Call Delay Time statistics

| Report field | View field/formula |
|---|---|
| Ans Delay | NetOutCallsAnsweredDelay |
| Maximum Ans Delay | MaxNetOutCallsAnsweredDelay |
| Average Ans Delay | NetOutCallAnsweredDelay / NetOutCallsAnswered |
| Aban Delay | NetOutCallsAbandonedDelay |
| Time Before Network Out | TimeBeforeNetOut |
| Time Before Reach Non-ISDN Trunks | TimeBeforeReachNonISDN |

## NACD statistics

| Report field | View field/formula |
|---|---|
| Given NACD | CallsGivenNACD |
| NACD Out | CallsNACDOut |
| Time Before NACD Out | TimeBeforeNACDOut |

## Summaries

The report provides totals for each site and application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Network Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| | Network Out Calls | | | | Call Delay Time | | | | | | NACD Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offered | Answered | Abandoned | Reach Non ISDN Trunks | Ans Delay | Maximum Ans Delay | Average Ans Delay | Aban Delay | Time Before Network Out | Time Before Reach Non ISDN Trunks | Given NACD | NACD Out | Time Before NACD Out |
| **Site : BOSTON** | | | | | | | | | | | | | |
| **SITE TOTAL** | | | | | | | | | | | | | |
| | 90 | 80 | 9 | 6 | 00:17:34 | 00:00:35 | 00:00:13 | 00:03:17 | 00:04:28 | 00:00:19 | 3 | 4 | 00:00:38 |
| **Application: ACD_DN_Application** | | | | | | | | | | | | | |
| Summary: | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| 4/5/99 13:45 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| Daily 4/5/99 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| Application | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| **Application: Booking_Script** | | | | | | | | | | | | | |
| Summary: | 16 | 12 | 4 | 1 | 00:04:01 | 00:00:35 | 00:00:20 | 00:02:00 | 00:00:42 | 00:00:08 | 0 | 2 | 00:00:19 |
| 4/5/99 13:45 | 16 | 12 | 4 | 1 | 00:04:01 | 00:00:35 | 00:00:20 | 00:02:00 | 00:00:42 | 00:00:08 | 0 | 2 | 00:00:19 |
| Daily 4/5/99 | 16 | 12 | 4 | 1 | 00:04:01 | 00:00:35 | 00:00:20 | 00:02:00 | 00:00:42 | 00:00:08 | 0 | 2 | 00:00:19 |
| Application | 16 | 12 | 4 | 1 | 00:04:01 | 00:00:35 | 00:00:20 | 00:02:00 | 00:00:42 | 00:00:08 | 0 | 2 | 00:00:19 |
| **Application: Cargo_Script** | | | | | | | | | | | | | |
| Summary: | 5 | 5 | 0 | 0 | 00:00:59 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:21 | 00:00:00 | 0 | 0 | 00:00:00 |
| 4/5/99 13:45 | 5 | 5 | 0 | 0 | 00:00:59 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:21 | 00:00:00 | 0 | 0 | 00:00:00 |
| Daily 4/5/99 | 5 | 5 | 0 | 0 | 00:00:59 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:21 | 00:00:00 | 0 | 0 | 00:00:00 |
| Application | 5 | 5 | 0 | 0 | 00:00:59 | 00:00:31 | 00:00:12 | 00:00:00 | 00:00:21 | 00:00:00 | 0 | 0 | 00:00:00 |
| **Application: Master_Script** | | | | | | | | | | | | | |
| Summary: | 19 | 18 | 1 | 1 | 00:05:12 | 00:00:22 | 00:00:17 | 00:00:35 | 00:03:25 | 00:00:11 | 3 | 2 | 00:00:19 |
| 4/5/99 13:45 | 19 | 18 | 1 | 1 | 00:05:12 | 00:00:22 | 00:00:17 | 00:00:35 | 00:03:25 | 00:00:11 | 3 | 2 | 00:00:19 |

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# Network Consolidated DNIS Statistics

## Description

NCC option only. This report contains summarized DNIS statistics for all sites in the network. For eaxh site, the report lists all DNISs, and gives total calls answered, total calls abandoned, the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS, and the total number of calls networked out. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

You can use this report to track network performance for a particular DNIS number.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnetres6.rpt
- dcnetres6.rpt
- wcnetres6.rpt
- mcnetres6.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Call total statistics

| Report field | View field/Formula |
|---|---|
| Offer'd | CallsOffered |
| Ans | CallsAnswered |
| Ans Aft Ans Thresh'd | CallsAnsweredAftThreshold |
| Abn | CallsAbandoned |
| Abn Aft Abn Thrsh'd | CallsAbandonedAftThreshold |

| Report field | View field/Formula |
|---|---|
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 |

## Call Treatment statistics

| Report field | View field/Formula |
|---|---|
| Disconnect | CallsGivenForceDisconnect |
| Overflow | CallsGivenForceOverflow |
| Route | CallsGivenRouteTo |
| Default | CallsGivenDefault |
| IVR Transfer'd | IVRTransferred |
| Given Busy | CallsGivenBusy |

## Call Time statistics

| Report field | View field/Formula |
|---|---|
| Ans Delay | CallsAnsweredDelay |
| Max Ans Delay | MaxAnsweredDelay |
| Average Answered Delay | CallsAnsweredDelay / CallsAnswered |
| Abn Delay | CallsAbandonedDelay |
| Max Abn Delay | MaxAbandonedDelay |
| Talk Time | TalkTime |

## Network Calls statistics

| Report field | View field/Formula |
|---|---|
| Network Out | CallsNetworkedOut |
| NACD Out | CallsNACDOut |
| Reaching Non-ISDN | CallsReachNonISDN |

## Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand summary for all DNIS numbers.

# Network Consolidated DNIS Statistics

BestAir Airlines
Site Name: NCC
Table Names: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

| | Calls | | | | | Call Treatment | | | | | Call Time | | | | | | Network Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offer'd | Ans | Ans Aft Thresh'd | Abn Aft AbnThresh'd | % Service Level | Dis-connect | Over-flow | Route Default | IVR Transf'd | Given Busy | Ans Delay | Max Ans Delay | Avg Ans Delay | Abn Delay | Max Abn Delay | Talk Time | Network Out | NACD Out | Reaching Non-ISDN |
| **Site : BOSTON** | | | | | | | | | | | | | | | | | | | |
| SITE TOTAL | 17 | 14 | 2 | 1 | 1 80.00% | 0 | 0 | 0 | 1 | 1 0 | 00:04:19 | 00:00:22 | 00:00:19 | 00:00:33 | 00:00:33 | 00:08:34 | 3 | 1 | 1 |
| **DNIS Name & ID: Corporate_Gold - 5559000** | | | | | | | | | | | | | | | | | | | |
| Summary: | 3 | 2 | 1 | 0 | 0 50.00% | 0 | 0 | 0 | 0 | 0 0 | 00:00:36 | 00:00:21 | 00:00:18 | 00:00:00 | 00:00:00 | 00:01:09 | 0 | 0 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | |
| 12:45 | 3 | 2 | 1 | 0 | 0 80.00 | 0 | 0 | 0 | 0 | 0 0 | 00:00:36 | 00:00:21 | 00:00:18 | 00:00:00 | 00:00:00 | 00:01:09 | 0 | 0 | 0 |
| Daily | 3 | 2 | 1 | 0 | 0 50.00 | 0 | 0 | 0 | 0 | 0 0 | 00:00:36 | 00:00:21 | 00:00:18 | 00:00:00 | 00:00:00 | 00:01:09 | 0 | 0 | 0 |
| DNIS | 3 | 2 | 1 | 0 | 0 50.00% | 0 | 0 | 0 | 0 | 0 0 | 00:00:36 | 00:00:21 | 00:00:18 | 00:00:00 | 00:00:00 | 00:01:09 | 0 | 0 | 0 |
| **DNIS Name & ID: Corporate_Service - 5559010** | | | | | | | | | | | | | | | | | | | |
| Summary: | 14 | 12 | 1 | 1 | 1 84.62% | 0 | 0 | 0 | 1 | 1 0 | 00:03:43 | 00:00:22 | 00:00:19 | 00:00:33 | 00:00:33 | 00:07:25 | 3 | 1 | 1 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | |
| 12:45 | 14 | 12 | 1 | 1 | 1 80.00 | 0 | 0 | 0 | 1 | 1 0 | 00:03:43 | 00:00:22 | 00:00:19 | 00:00:33 | 00:00:33 | 00:07:25 | 3 | 1 | 1 |
| Daily | 14 | 12 | 1 | 1 | 1 84.62 | 0 | 0 | 0 | 1 | 1 0 | 00:03:43 | 00:00:22 | 00:00:19 | 00:00:33 | 00:00:33 | 00:07:25 | 3 | 1 | 1 |
| DNIS | 14 | 12 | 1 | 1 | 1 84.62% | 0 | 0 | 0 | 1 | 1 0 | 00:03:43 | 00:00:22 | 00:00:19 | 00:00:33 | 00:00:33 | 00:07:25 | 3 | 1 | 1 |

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# Network Consolidated Incoming Calls

## Description

NCC option only. This report contains incoming call statistics for all sites in the network. It contains information about the number of network calls originating at each site, that were offered, answered, and abandoned at your site. The report provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator at generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## View

- NetworkInCallStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnet-10.rpt
- dcnet-10.rpt
- wcnet-10.rpt
- mcnet-10.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answered After Threshold | CallsAnsweredAftThreshold |
| Abandoned/Terminated at Destination | CallsOffered – CallsAnswered |
| Abandoned After Threshold | CallsAbandonedAftThreshold |

## Answer Delay Time statistics

| Report field | View field/Formula |
|---|---|
| Total Delay | CallsAnsweredDelay |
| Max Delay | MaxAnsweredDelay |
| Total at Dest | CallsAnsweredDelayAtDest |
| Max at Dest | MaxAnsweredDelayAtDest |

## Abandon Delay Time statistics

| Report field | View field/Formula |
|---|---|
| Total Delay | CallsAbandonedDelay |
| Max Delay | MaxAbandonedDelay |
| Total at Dest | CallsAbandonedDelayAtDest |
| Max at Dest | MaxAbandonedDelayAtDest |

## Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Network Consolidated Incoming Calls

BestAir Airlines
Site Name: NCC
Table Names: iNetworkInCallStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

| Source Application | Network In Calls | | | | | Answer Delay Time | | | | Abandon Delay Time | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offered | Answered | Answered After Threshold | Abandoned /Terminated at Dest | Abandoned After Threshold | Total Delay | Max Delay | Total At Dest | Max At Dest | Total Delay | Max Delay | Total At Dest | Max At Dest |
| **Destination Site : Boston** | | | | | | | | | | | | | |
| SITE TOTAL | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| Source: BOSTON Summary: | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| 4/8/99 | | | | | | | | | | | | | |
| 9:30 Booking_Script | 20 | 14 | 2 | 6 | 2 | 00:08:40 | 00:01:42 | 00:08:25 | 00:01:40 | 00:05:50 | 00:00:57 | 00:05:02 | 00:00:55 |
| 9:30 Cargo_Script | 4 | 4 | 1 | 0 | 0 | 00:02:22 | 00:01:01 | 00:02:21 | 00:00:59 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 9:30 Master_Script | 9 | 6 | 1 | 3 | 1 | 00:03:40 | 00:00:44 | 00:03:21 | 00:00:42 | 00:01:01 | 00:01:38 | 00:00:51 | 00:01:35 |
| 9:30 Vacation_Script | 4 | 3 | 0 | 1 | 0 | 00:00:27 | 00:00:13 | 00:00:21 | 00:00:12 | 00:00:15 | 00:00:15 | 00:00:13 | 00:00:12 |
| Daily 4/8/99 | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| Source | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |

# Network Consolidated Outgoing Calls

## Description

NCC option only. This report contains outgoing call statistics for all sites in the network. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- NetworkOutStat

## Collection frequency

- interval
- daily
- weekly

- monthly

## Template

- icnet-11.rpt
- dcnet-11.rpt
- wcnet-11.rpt
- mcnet-11.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each source site, and subtotals for each destination site. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Network Consolidated Outgoing Calls

BestAir Airlines
Site Name: NCC
Table Names: iNetworkOutStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 09 April, 1999

| Source Application | | | | Call To Destination Offered | Answered | Abandoned |
|---|---|---|---|---|---|---|
| **Site : BOSTON** | | | | | | |
| | | | **SITE TOTAL** | | | |
| | | Source Site: | | 96 | 71 | 11 |
| **Destination: CHICAGO** | | | | 42 | 36 | 7 |
| 4/8/99 | 9:45 | Cargo_Script | | 2 | 1 | 1 |
| | 9:45 | Vacation_Script | | 0 | 2 | 0 |
| | 9:45 | Booking_Script | | 13 | 12 | 1 |
| | 9:45 | Master_Script | | 27 | 21 | 5 |
| | | | Daily 4/8/99 | 42 | 36 | 7 |
| | | | Destination | 42 | 36 | 7 |
| **Destination: SF** | | | | 35 | 18 | 3 |
| 4/8/99 | 9:45 | Cargo_Script | | 0 | 0 | 0 |
| | 9:45 | Vacation_Script | | 2 | 1 | 1 |
| | 9:45 | Booking_Script | | 17 | 16 | 2 |
| | 9:45 | Master_Script | | 16 | 1 | 0 |
| | | | Daily 4/8/99 | 35 | 18 | 3 |
| | | | Destination | 35 | 18 | 3 |
| **Destination: TORONTO** | | | | 19 | 17 | 1 |
| 4/8/99 | 9:45 | Cargo_Script | | 1 | 0 | 0 |
| | 9:45 | Vacation_Script | | 2 | 2 | 0 |
| | 9:45 | Booking_Script | | 14 | 13 | 1 |
| | 9:45 | Master_Script | | 2 | 2 | 0 |
| | | | Daily 4/8/99 | 19 | 17 | 1 |
| | | | Destination | 19 | 17 | 1 |

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# Network Consolidated Route Performance

## Description

NCC option only. This report contains route performance statistics for all sites in the network. For each site, the report lists all routes, and indicates how often and how long all trunks within the route were busy. The report displays the total number of calls that were unable to reach another site because all trunks within the route were busy. It also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- icnetres2.rpt
- dcnetres2.rpt
- wcnetres2.rpt
- mcnetres2.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| All Trunks Busy | AllTrunksBusy |
| # Network Out Blocked by All Trunks Busy | CallsBlockedByAllTrunksBusy |
| # Network Out Reached Non-ISDN Trunks | CallsReachNonISDN |
| All Trunks Busy Time | AllTrunksBusyTime |
| Avg All Trunks Busy Time | AllTrunksBusyTime / |

## Summaries

The report provides totals for each site, and subtotals for each route. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Network Consolidated Route Performance

BestAir Airlines
Site Name: NCC
Table Names: iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

## BOSTON

| | | Calls | | | Call Time | |
|---|---|---|---|---|---|---|
| | | All Trunks Busy | # Network Out Blocked By All Trunks Busy | # Network Out Reached Non-ISDN Trunks | All Trunks Busy | Avg All Trunks Busy |
| **SITE TOTAL** | | 15 | 3 | 3 | 00:06:19 | 00:00:25 |
| **Route Name & ID: B_Route1 - 1** | Summary: | 10 | 0 | 1 | 00:05:32 | 00:00:33 |
| 4/8/99 | 15:45 | 10 | 0 | 1 | 00:05:32 | 00:00:33 |
| | 4/8/99 | 10 | 0 | 1 | 00:05:32 | 00:00:33 |
| | Route | 10 | 0 | 1 | 00:05:32 | 00:00:33 |
| **Route Name & ID: B_Route2 - 2** | Summary: | 1 | 0 | 0 | 00:00:15 | 00:00:15 |
| 4/8/99 | 15:45 | 1 | 0 | 0 | 00:00:15 | 00:00:15 |
| | 4/8/99 | 1 | 0 | 0 | 00:00:15 | 00:00:15 |
| | Route | 1 | 0 | 0 | 00:00:15 | 00:00:15 |
| **Route Name & ID: B_Route3 - 3** | Summary: | 4 | 0 | 2 | 00:00:32 | 00:00:08 |
| 4/8/99 | 15:45 | 4 | 0 | 2 | 00:00:32 | 00:00:08 |
| | 4/8/99 | 4 | 0 | 2 | 00:00:32 | 00:00:08 |
| | Route | 4 | 0 | 2 | 00:00:32 | 00:00:08 |
| **Route Name & ID: Default_Route - 999** | Summary: | 0 | 3 | 0 | 00:00:00 | 00:00:00 |
| 4/8/99 | 15:45 | 0 | 3 | 0 | 00:00:00 | 00:00:00 |
| | 4/8/99 | 0 | 3 | 0 | 00:00:00 | 00:00:00 |
| | Route | 0 | 3 | 0 | 00:00:00 | 00:00:00 |

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# Network Consolidated Skillset Performance

## Description

NCC option only. This report contains skillset performance statistics for all sites in the network. For each site, the report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset. The report also contains a grand summary section that consolidates the results for all sites in the network, and provides a roll-up summary for all call statistics.

## Time zone conversion

When you generate a consolidated report, you specify a data extraction period based on the time at the NCC. If you choose the time zone conversion option, and if Time Relative to GMT is configured correctly for each site included in the report, then the NCC time is converted to the corresponding local time at each site. For example, the NCC at BestAir is in Chicago. The NCC administrator generates a consolidated report with time zone conversion, choosing a data extraction period from 10:00 a.m. to 11:00 a.m. The report includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m. local time, and at San Francisco between 8:00 a.m. and 9:00 a.m. local time.

If you choose not to use the time zone conversion option, the NCC time is not converted to local time. For example, if the administrator generates the same report, without time zone conversion, it includes events occurring at Toronto between 11:00 a.m. and 12:00 p.m., local time, and at San Francisco between 11:00 a.m. and 12:00 p.m. local time.

## Service level thresholds

Skillset service level thresholds are defined at each site. To ensure that comparisons between sites are valid, use the same value for service level threshold at every site. For example, Toronto defines the service level threshold for a skillset as 20 seconds. Boston defines the threshold as 25 seconds. At Toronto, the percentage of calls answered after the threshold is 25. At Boston, it is 20. The statistic appears to indicate that callers to Toronto are waiting longer than callers to Boston, but this may not be true.

### Views

- SkillsetStat

### Collection frequency

- interval
- daily
- weekly
- monthly

### Template

- icnet-12.rpt
- dcnet-12.rpt
- wcnet-12.rpt
- mcnet-12.rpt

### Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Skillset Call statistics

| Report field | View field/Formula |
|---|---|
| Answered | CallsAnswered |
| Network In Answered | NetCallsAnswered |
| % Answered Aft Threshold | CallsAnsweredAfterThreshold / CallsAnswered X 100 |
| Answered Aft Threshold | CallsAnsweredAfterThreshold |

## Skillset Call Delay statistics

| Report field | View field/Formula |
|---|---|
| Total | CallsAnsweredDelay |
| Max | MaxAnsweredDelay |
| Avg | CallsAnsweredDelay / CallsAnswered |

## Skillset Call Delay statistics

| Report field | View field/Formula |
|---|---|
| All Agt Busy Time | AllAgentBusyTime |
| All Agent Staffed Time | TotalStaffedTime |
| Skillset Active Time | ActiveTime |
| Avg No of Agts | TotalStaffedTime / ActiveTime |

## Summaries

The report provides totals for each site, and subtotals for each skillset and site-application combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Network Consolidated Skillset Performance

BestAir Airlines
Site Name: NCC
Table Names: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 09:15:00 07 April, 1999

| | | | Skillset Call | | | | Skillset Call Delay Time | | | Agent | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | Source Application | Source Site | Answered | Network In Answered | % Answered Aft Threshold | Answered Aft Threshold | Total | Max | Avg | All Agt Busy Time | All Agent Staffed Time | Skillset Active Time | Avg No. Of Agts |
| **Site : BOSTON** | | | | | | | | | | | | | |
| | | | | | | | SITE TOTAL | | | | | | |
| | | | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| **Skillset: Bookings** | | | | | | | | | | | | | |
| | | Summary: | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| 4/7/99 | | | | | | | | | | | | | |
| 09:15 | ACD_DN_Application | BOSTON | 53 | 0 | 8 | 4 | 00:12:22 | 00:00:21 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Booking_Script | BOSTON | 26 | 0 | 4 | 1 | 00:04:14 | 00:00:31 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Booking_Script | CHICAGO | 21 | 21 | 14 | 3 | 00:05:15 | 00:00:28 | 00:00:15 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Booking_Script | TORONTO | 11 | 11 | 36 | 4 | 00:02:34 | 00:00:22 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Booking_Script | SF | 5 | 5 | 20 | 1 | 00:00:42 | 00:00:10 | 00:00:08 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Master_Script | BOSTON | 141 | 0 | 18 | 25 | 00:42:18 | 00:00:27 | 00:00:18 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Master_Script | CHICAGO | 8 | 8 | 13 | 1 | 00:01:20 | 00:00:25 | 00:00:10 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | Master_Script | TORONTO | 2 | 2 | 0 | 0 | 00:00:09 | 00:00:05 | 00:00:05 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| | | Total for interval: 09:15 | 267 | 47 | 15 | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| | | Daily 4/7/99 | 267 | 47 | 15 | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| | | Skillset | 267 | 47 | 15 | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |

# Network Site and Application Properties

## Description

NCC option only. The Network Sites report lists each site in the network and, for each one, shows its properties.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

## View

- NCCSite
- NCCRemoteApplication

## Template

- config38.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Site properties

| Report field | View field/Formula |
|---|---|
| Site Name | NCCSite.SiteName |
| Filter Timer | NCCSite.OutOfServiceTimer |
| Time Relative to GMT | NCCSite.RelativeGMT |
| Contact Person | NCCSite.ContactPerson |

| Report field | View field/Formula |
|---|---|
| Contact Phone Number | NCCSite.ContactNumber |

## Application properties

| Report field | View field/formula |
|---|---|
| Application | NCCRemoteApplication.Name |
| Service Level Threshold | NCCRemoteApplication.ServiceLevel Threshold |
| Call By Call | NCCRemoteApplication.CallByCall |

## Grouping

Applications are grouped by site.

# Network Site and Application Properties

BestAir Airlines
Site Name: TORONTO
Table Name: RemoteApplication, Site, TargetSwitchComm

Site Properties

**Available Sites:**

| Site Name | Filter Timer | Time Relative to GMT | Contact Person | Phone Number |
|---|---|---|---|---|
| BOSTON | 00:10 | +5 | Li Ming | 555-2098 |
| CHICAGO | 00:10 | +6 | Jocelyn Petrovsky | 555-9911 |
| SF | 01:00 | +8 | Manfred Simpson | 555-8871 |

**Destination Configuration for Site : TORONTO**

| Destination Site | Dialable DN | Number of Retries | Retry Timer (sec) | Agent Reserve Timer |
|---|---|---|---|---|
| BOSTON | 5552222 | 5 | 5 | 30 |
| CHICAGO | 5559999 | 5 | 5 | 30 |
| SF | 5558888 | 5 | 10 | 45 |

# Network Skillset Routing Properties

## Description

NCC option only. The Network Skillset Properties report lists all the network skillsets and indicates the routing table method being utilized for the network skillset.

A routing table defines how calls are queued to the sites on the network. Each site has a routing table for each network skillset at that site. When you create a network skillset, you choose the routing table type for that skillset. Two types of routing tables are available.

**Note:** User-defined reports using this standard report as a template cannot be scheduled.

### Round robin

The server queues the first call to the first, second and third site in the routing table for the network skillset. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

When the second call arrives, the server queues it to the second, third, and fourth site in the routing table. When the third call arrives, the server queues it to the third, fourth, and fifth site—and so on.

This type of routing table distributes calls most evenly among the sites.

### Sequential

Whenever a call arrives, the server queues it to the first three sites in the routing table. When an agent becomes available at one of these sites, the server reserves the agent, and the call is presented to the agent.

This type of routing table minimizes the number of trunks used to network calls.

## Views

- NCCNetworkSkillset
- NCCRanking

## Template

- config26.rpt

## Filters

- source site name
- network skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Source Site | NCCRanking.SourceSiteName |
| Network Skillset Name | NCCRanking.NetworkSkillsetName |
| Routing Method | NCCNetworkSkillset.UseRoundRobin |
| Rank | NCCRanking.Rank |
| Destination Site Name | NCCRanking.Rank.DestSiteName |

## Grouping

Network skillsets are grouped by source site.

# Network Skillset Routing Properties (NCC)

BestAir Airlines
Site Name: TORONTO
Table Name: NCCRanking, NCCNetworkSkillset

| Network Skillset Name | Routing Method | Rank | Destination Site Name |
|---|---|---|---|
| **Source Site: BOSTON** | | | |
| Bookings | Round Robin | 0 | CHICAGO |
| | | 1 | SF |
| | | 2 | TORONTO |
| Vacations | Round Robin | 0 | SF |
| | | 1 | TORONTO |
| **Source Site: SF** | | | |
| Bookings | Round Robin | 0 | TORONTO |
| | | 1 | BOSTON |
| Vacations | Round Robin | 0 | TORONTO |
| | | 1 | BOSTON |
| **Source Site: TORONTO** | | | |
| Bookings | Round Robin | 0 | CHICAGO |
| | | 1 | SF |
| | | 2 | BOSTON |
| Vacations | Round Robin | 0 | SF |
| | | 1 | BOSTON |

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# Network Table Routing Assignments

## Description

NCC option only. The Network Table Routing Assignments report provides a listing of the network control center (NCC) table routing assignments. For each assignment, the report provides status, source site, comments, and the routing table.

## Views

- NCCNetworkSkillset
- NetworkRankingAssignment

## Template

- config25.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Field descriptions

| Report field | View field/Formula |
|---|---|
| Status | NetworkRankingAssignment.Status |
| Source Site Name | NetworkRankingAssignment.SrcSiteName |
| Comment | NetworkRankingAssignment.Comment |
| Network Skillset | NetworkRankingAssignment.Network SkillsetName |

| Report field | View field/Formula |
|---|---|
| Routing Method | NCCNetworkSkillset.UseRoundRobin |
| Rank | NetworkRankingAssignment.Rank |
| Destination Site Name | NetworkRankingAssignment.DestSite Name |

## Network Table Routing Assignment (NCC)

BestAir Airlines

Site Name: NCC

Table Name: NetworkRankingAssignment, NCCNetworkSkillset

**Assignment: TORONTO_10**

Status:
Source Site Name: TORONTO
Comment:

| Network Skillset | Routing Method | Rank | Destination Site Name |
|---|---|---|---|
| Bookings | Round Robin | 1 | BOSTON |
| | | 2 | CHICAGO |
| Vacations | Round Robin | 1 | BOSTON |
| | | 2 | CHICAGO |

**Assignment: TORONTO_12**

Status:
Source Site Name: TORONTO
Comment:

| Network Skillset | Routing Method | Rank | Destination Site Name |
|---|---|---|---|
| Bookings | Round Robin | 1 | BOSTON |
| | | 2 | CHICAGO |
| | | 3 | SF |
| Vacations | Round Robin | 1 | BOSTON |
| | | 2 | CHICAGO |
| | | 3 | SF |

**Assignment: TORONTO_AM**

Status:
Source Site Name: TORONTO
Comment:

| Network Skillset | Routing Method | Rank | Destination Site Name |
|---|---|---|---|
| Bookings | Round Robin | 1 | BOSTON |
| Cargo | Round Robin | 1 | BOSTON |
| Vacations | Round Robin | 1 | BOSTON |

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# Nodal Consolidated Application Delay Before Abandon

## Description

NCC option only. This report is similar to the Application Delay Before Abandon report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how many callers disconnect (abandon) before reaching an agent. The spectrum shows how long callers typically wait before abandoning, whether they abandoned before or after the service level threshold for the application, and the percentage of calls that abandoned.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

- inodapp5.rpt
- dnodapp5.rpt
- wnodapp5.rpt
- mnodapp5.rpt

## Filters

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Abandon delay spectrum

The report contains a histogram showing the number of calls abandoned after delays of times divided into two-second increments. The statistics for the histogram are taken from the AbdDelay view fields.

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |
| % Abandoned | CallsAbandoned / CallsOffered X 100 |
| Abandoned After Threshold | CallsAbandonedAftThreshold |
| Abandon Delay | CallsAbandonedDelay |
| Maximum Abandon Delay | MaxCallsAbandonedDelay |
| Average Abandon Delay | CallsAbandonedDelay / CallsAbandoned |

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

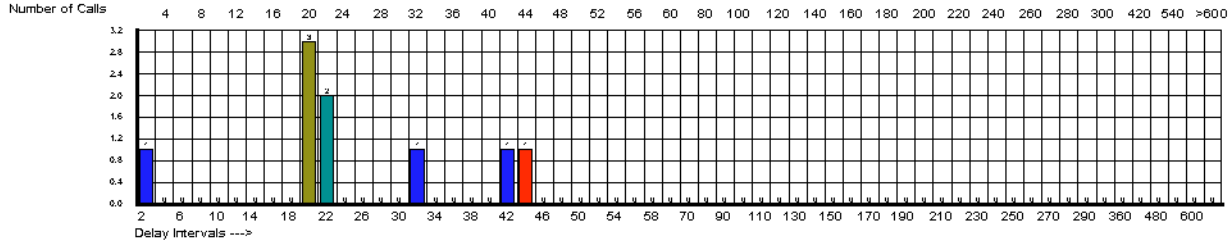
# Nodal Consolidated Application Delay Before Abandon

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| | Offered | Answered | Abandoned | % Abandoned | Abandoned After Threshold | Abandon Delay | Maximum Abandon Delay | Average Abandon Delay |
|---|---|---|---|---|---|---|---|---|
| **Site : BOSTON** | | | | | | | | |
| **SITE TOTAL** | **152** | **128** | **24** | **15.79%** | **8** | **00:06:48** | **00:01:11** | **00:00:17** |
| **Application: Booking_Script** | | | | | | | | |
| Summary: | 43 | 35 | 9 | 20.93% | 5 | 00:03:41 | 00:00:43 | 00:00:25 |

Abandon Delay Spectrum: Booking_Script

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# Nodal Consolidated Application Delay Before Answer

## Description

NCC option only. This report is similar to the Application Delay Before Answer report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites.

This report helps you to gauge service quality by determining how long callers wait before connecting to an agent. The report also indicates whether the delay occurred after the skillset received the call.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

This report uses the following templates:

- inodapp3.rpt
- dnodapp3.rpt
- wnodapp3.rpt
- mnodapp3.rpt

## Filters

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Answer delay spectrum

The report contains a histogram showing the number of calls answered after delays of times divided into two-second increments. The statistics for the histogram are taken from the AnsDelay view fields.

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answer Delay | CallsAnsweredDelay |
| Delay at Skillset | CallsAnsweredDelayAtSkillset |
| Answered After Threshold | CallsAnsweredAftThreshold |
| Maximum Answer Delay | MaxCallsAnsDelay |
| Maximum Delay at Skillset | MaxCallsDelayAtSkillset |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

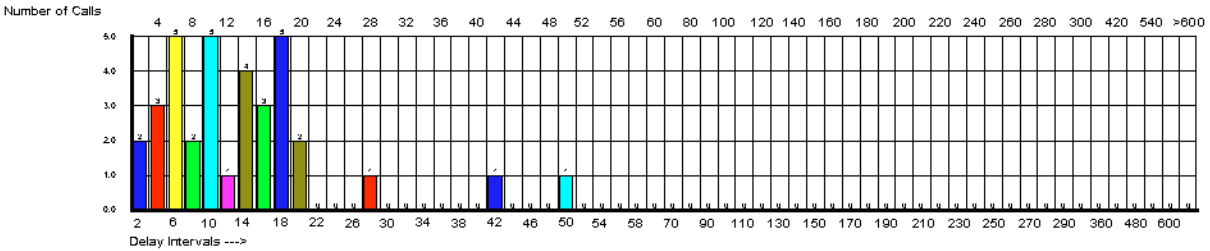
# Nodal Consolidated Application Delay Before Answer

BestAir Airlines
Site Name:NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| Skillset Calls: | Offered | Answered | Answer Delay | Delay at Skillset | Answered After Threshold | Maximum Answer Delay | Maximum Delay at Skillset | Average Answer Delay |
|---|---|---|---|---|---|---|---|---|
| **Site : BOSTON** | | | | | | | | |
| SITE TOTAL | **152** | **128** | **00:29:42** | **00:24:51** | **10** | **00:00:50** | **00:00:44** | **00:00:14** |
| **Application: Booking_Script** Summary: | 43 | 35 | 00:07:39 | 00:07:31 | 3 | 00:00:50 | 00:00:43 | 00:00:13 |

Answer Delay Spectrum: Booking_Script



# Nodal Consolidated Application Performance

## Description

NCC option only. This report is similar to the Application Performance report, but it contains statistics for all applications in the network. Application statistics are consolidated across all sites. For each application, the report gives an overview of calls answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Template

This report uses the following templates:

- inodapp1.rpt
- dnodapp1.rpt
- wnodapp1.rpt
- mnodapp1.rpt

## Filters

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Avg Ans Delay | CallsAnsweredDelay / CallsAnswered |
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answer Delay | CallsAnsweredDelay |
| Max Ans Delay | MaxCallsAnsDelay |
| Ans After Threshold | CallsAnsweredAftThreshold |
| Abandoned | CallsAbandoned |
| Max Abn Delay | MaxCallsAbandonedDelay |
| Aban After Threshold | CallsAbandonedAftThreshold |
| Ans Day At Skillset | CallsAnsweredDelayAtSkillset |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 |

## Summaries

The report provides totals for each site, and subtotals for each application. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval.

# Nodal Consolidated Application Performance

BestAir Airlines
Site Name: NCC
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| Skillset Calls | Offered | Answered | Answer Delay | Avg Ans Delay | Max. Answer Delay | Ans After Threshold | Abandoned | Max. Aban'd Delay | Aban After Threshold | Ans Delay At Skillset | % Service Level |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Site : BOSTON** | | | | | | | | | | | |
| **SITE TOTAL** | | | | | | | | | | | |
| | 152 | 128 | 00:29:42 | 00:00:14 | 00:00:50 | 10 | 24 | 00:01:11 | 8 | 00:24:51 | 88.16% |
| **Application: Booking_Script** | | | | | | | | | | | |
| Summary: | 43 | 35 | 00:07:39 | 00:00:13 | 00:00:50 | 3 | 9 | 00:00:43 | 5 | 00:07:31 | 81.82% |
| 4/5/99 | | | | | | | | | | | |
| 13:45 | 43 | 35 | 00:07:39 | 00:00:13 | 00:00:50 | 3 | 9 | 00:00:43 | 5 | 00:07:31 | 81.82 |
| Daily 4/5/99 | 43 | 35 | 00:07:39 | 00:00:13 | 00:00:50 | 3 | 9 | 00:00:43 | 5 | 00:07:31 | 81.82 |
| Application | 43 | 35 | 00:07:39 | 00:00:13 | 00:00:50 | 3 | 9 | 00:00:43 | 5 | 00:07:31 | 81.82 |
| **Application: Cargo_Script** | | | | | | | | | | | |
| Summary: | 7 | 6 | 00:01:19 | 00:00:13 | 00:00:41 | 1 | 1 | 00:00:00 | 0 | 00:01:02 | 85.71% |
| 4/5/99 | | | | | | | | | | | |
| 13:45 | 7 | 6 | 00:01:19 | 00:00:13 | 00:00:41 | 1 | 1 | 00:00:00 | 0 | 00:01:02 | 85.71 |
| Daily 4/5/99 | 7 | 6 | 00:01:19 | 00:00:13 | 00:00:41 | 1 | 1 | 00:00:00 | 0 | 00:01:02 | 85.71 |
| Application | 7 | 6 | 00:01:19 | 00:00:13 | 00:00:41 | 1 | 1 | 00:00:00 | 0 | 00:01:02 | 85.71 |
| **Application: Master_Script** | | | | | | | | | | | |
| Summary: | 81 | 71 | 00:17:45 | 00:00:15 | 00:00:32 | 4 | 10 | 00:00:41 | 2 | 00:13:11 | 92.59% |
| 4/5/99 | | | | | | | | | | | |
| 13:45 | 81 | 71 | 00:17:45 | 00:00:15 | 00:00:32 | 4 | 10 | 00:00:41 | 2 | 00:13:11 | 92.59 |
| Daily 4/5/99 | 81 | 71 | 00:17:45 | 00:00:15 | 00:00:32 | 4 | 10 | 00:00:41 | 2 | 00:13:11 | 92.59 |

# Section H: Network reports

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# Overview of network reports

## Introduction

This chapter lists the networking reports that you can generate when logged in to a server on the network. In some cases, these reports are similar to non-network reports, but they use a different view or contain additional fields.

# Crosstab - Network Incoming Calls

## Description

The Crosstab - Network Incoming Calls report provides you with an at-a-glance view of inbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

## Views

- iNetInCallStat

## Collection frequency

- interval

## Templates

- icross_net_in_calls.rpt

## Filter

- source site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each source site for each interval, as well as daily totals for the source site.

# Crosstab - Network Incoming Calls

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkInCallStat

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **326** |
| **Calls Answered** | **263** |
| **Calls Abandoned** | **58** |

| | | Mon | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|---|
| CHICAGO | 9:30 | 44 | 45 | 45 | 86 | 14 | **234** |
| | | 41 | 35 | 42 | 61 | 14 | **193** |
| | | 3 | 10 | 2 | 24 | 0 | **39** |
| | Source Site Total | 44 | 45 | 45 | 86 | 14 | **234** |
| | | 41 | 35 | 42 | 61 | 14 | **193** |
| | | 3 | 10 | 2 | 24 | 0 | **39** |
| SF | 9:30 | 5 | 7 | 3 | 9 | 1 | **25** |
| | | 5 | 6 | 2 | 4 | 0 | **17** |
| | | 0 | 1 | 1 | 5 | 0 | **7** |
| | Source Site Total | 5 | 7 | 3 | 9 | 1 | **25** |
| | | 5 | 6 | 2 | 4 | 0 | **17** |
| | | 0 | 1 | 1 | 5 | 0 | **7** |
| TORONTO | 9:30 | 3 | 15 | 6 | 37 | 6 | **67** |
| | | 3 | 12 | 5 | 27 | 6 | **53** |
| | | 0 | 3 | 1 | 8 | 0 | **12** |
| | Source Site Total | 3 | 15 | 6 | 37 | 6 | **67** |
| | | 3 | 12 | 5 | 27 | 6 | **53** |
| | | 0 | 3 | 1 | 8 | 0 | **12** |
| **Total** | | **52** | **67** | **54** | **132** | **21** | **326** |
| | | **49** | **53** | **49** | **92** | **20** | **263** |
| | | **3** | **14** | **4** | **37** | **0** | **58** |

# Crosstab - Network Outgoing Calls

## Description

The Crosstab - Network Outgoing Calls report provides you with an at-a-glance view of outbound call activity (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare network activity for the same reporting period on different days.

## Views

- iNetOutCallStat

## Collection frequency

- interval

## Templates

- icross_net_out_calls.rpt

## Filter

- destination site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each destination site for each interval, as well as daily totals for the destination site.

# Crosstab - Network Outgoing Calls

BestAir Airlines
Site Name: BOSTON
Table Names: iNetworkOutStat

Report Interval: 09:30:00 05 April, 1999 - 09:45:00 05 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **229** |
| **Calls Answered** | **186** |
| **Calls Abandoned** | **27** |

| | | Mon | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|---|
| CHICAGO | 9:45 | 32<br>30<br>2 | 27<br>21<br>6 | 16<br>16<br>0 | 42<br>36<br>7 | 26<br>25<br>1 | **143**<br>**128**<br>**16** |
| | Destination Site Total | 32<br>30<br>2 | 27<br>21<br>6 | 16<br>16<br>0 | 42<br>36<br>7 | 26<br>25<br>1 | **143**<br>**128**<br>**16** |
| SF | 9:45 | 1<br>1<br>0 | 9<br>6<br>2 | 1<br>0<br>0 | 35<br>18<br>3 | 3<br>2<br>1 | **49**<br>**27**<br>**6** |
| | Destination Site Total | 1<br>1<br>0 | 9<br>6<br>2 | 1<br>0<br>0 | 35<br>18<br>3 | 3<br>2<br>1 | **49**<br>**27**<br>**6** |
| TORONTO | 9:45 | 5<br>5<br>0 | 7<br>3<br>4 | 2<br>2<br>0 | 19<br>17<br>1 | 4<br>4<br>0 | **37**<br>**31**<br>**5** |
| | Destination Site Total | 5<br>5<br>0 | 7<br>3<br>4 | 2<br>2<br>0 | 19<br>17<br>1 | 4<br>4<br>0 | **37**<br>**31**<br>**5** |
| **Total** | | **38**<br>**36**<br>**2** | **43**<br>**30**<br>**12** | **19**<br>**18**<br>**0** | **96**<br>**71**<br>**11** | **33**<br>**31**<br>**2** | **229**<br>**186**<br>**27** |

C:\REPORTS\flat\cross_net_out_calls.rpt
**Printed By: sysadmin 4/10/99 10:45:15 AM**

# Network Application Performance

## Description

Networking option only. The Network Application Performance report provides summarized performance information for application calls that entered your local site and were routed to a remote site.

For each application, the report provides information about the number of outgoing network calls that were answered, delayed, and abandoned. It can be particularly useful in determining the efficiency of your network configuration.

## Views

- ApplicationStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetapp1.rpt
- dnetapp1.rpt
- wnetapp1.rpt
- mnetapp1.rpt

## Filter

- application name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Network Out Call statistics

| Report field | View field/Formula |
|---|---|
| Offer'd | NetOutCalls |
| Ans | NetOutCallsAnswered |
| Aban | NetOutCallsAbandoned |
| Reach Non-ISDN Trunks | NetOutCallsReachNonISDN |

## Call Delay Time statistics

| Report field | View field/Formula |
|---|---|
| Ans Delay | NetOutCallsAnsweredDelay |
| Maximum Ans Delay | MaxNetOutCallsAnsweredDelay |
| Average Ans Delay | NetOutCallAnsweredDelay / NetOutCallsAnswered |
| Aban Delay | NetOutCallsAbandonedDelay |
| Time Before Network Out | TimeBeforeNetOut |
| Time Before Reach non-ISDN Trunks | TimeBeforeReachNonISDK |

## NACD Call statistics

| Report field | View field/Formula |
|---|---|
| Given NACD | CallsGivenNACD |
| NACD Out | CallsNACDOut |
| Time Before NACD Out | TimeBeforeNACDOut |

## Summaries

The report provides totals for each application, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all applications.

# Network Application Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iApplicationStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| | Network Out Calls | | | | Call Delay Time | | | | | | NACD Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offer'd | Ans | Aban | Reach Non ISDN Trunks | Ans Delay | Maximum Ans Delay | Average Ans Delay | Aban Delay | Time Before Network Out | Time Before Reach Non ISDN Trunks | Given NACD | NACD Out | Time Before NACD Out |
| **GRAND TOTAL** | | | | | | | | | | | | | |
| | 20 | 17 | 3 | 1 | 00:03:10 | 00:00:24 | 00:00:11 | 00:00:37 | 00:01:18 | 00:00:05 | 4 | 3 | 00:00:10 |
| **Application: ACD_DN_Application** | | | | | | | | | | | | | |
| Summary: | 1 | 1 | 0 | 0 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:04 | 00:00:00 | 0 | 0 | 00:00:01 |
| 4/5/99 13:45 | 1 | 1 | 0 | 0 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:04 | 00:00:00 | 0 | 0 | 00:00:01 |
| Daily 4/5/99 | 1 | 1 | 0 | 0 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:04 | 00:00:00 | 0 | 0 | 00:00:01 |
| Application | 1 | 1 | 0 | 0 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:04 | 00:00:00 | 0 | 0 | 00:00:01 |
| **Application: Booking_Script** | | | | | | | | | | | | | |
| Summary: | 12 | 10 | 2 | 1 | 00:02:16 | 00:00:24 | 00:00:14 | 00:00:16 | 00:00:48 | 00:00:05 | 1 | 1 | 00:00:08 |
| 4/5/99 13:45 | 12 | 10 | 2 | 1 | 00:02:16 | 00:00:24 | 00:00:14 | 00:00:16 | 00:00:48 | 00:00:05 | 1 | 1 | 00:00:08 |
| Daily 4/5/99 | 12 | 10 | 2 | 1 | 00:02:16 | 00:00:24 | 00:00:14 | 00:00:16 | 00:00:48 | 00:00:05 | 1 | 1 | 00:00:08 |
| Application | 12 | 10 | 2 | 1 | 00:02:16 | 00:00:24 | 00:00:14 | 00:00:16 | 00:00:48 | 00:00:05 | 1 | 1 | 00:00:08 |
| **Application: Cargo_Script** | | | | | | | | | | | | | |
| Summary: | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| 4/5/99 13:45 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| Daily 4/5/99 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| Application | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 |
| **Application: Master_Script** | | | | | | | | | | | | | |
| Summary: | 5 | 4 | 1 | 0 | 00:00:41 | 00:00:15 | 00:00:10 | 00:00:21 | 00:00:12 | 00:00:00 | 3 | 2 | 00:00:00 |
| 4/5/99 13:45 | 5 | 4 | 1 | 0 | 00:00:41 | 00:00:15 | 00:00:10 | 00:00:21 | 00:00:12 | 00:00:00 | 3 | 2 | 00:00:00 |
| Daily 4/5/99 | 5 | 4 | 1 | 0 | 00:00:41 | 00:00:15 | 00:00:10 | 00:00:21 | 00:00:12 | 00:00:00 | 3 | 2 | 00:00:00 |
| Application | 5 | 4 | 1 | 0 | 00:00:41 | 00:00:15 | 00:00:10 | 00:00:21 | 00:00:12 | 00:00:00 | 3 | 2 | 00:00:00 |

# Network DNIS Statistics

## Description

Networking option only. The Network DNIS Statistics report lists the total call volume to each Dialed Number Identification Service (DNIS) number. The report lists the total calls answered, total calls abandoned, the percentage of calls that abandoned after the service level threshold defined for the DNIS, and the total number of calls networked out.

You can use this report to track network performance for a particular DNIS number.

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetres6.rpt
- dnetres6.rpt
- wnetres6.rpt
- mnetres6.rpt

## Filters

- DNIS number
- DNIS name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offer'd | CallsOffered |
| Ans | CallsAnswered |
| Ans Aft Thresh'd | CallsAnsweredAftThreshold |
| Abn | CallsAbandoned |
| Abn Aft Thresh'd | CallsAbandonedAftThreshold |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 |
| Disconnect | CallsGivenForceDisconnect |
| Overflow | CallsGivenForceOverflow |
| Route | CallsGivenRouteTo |
| Default | CallsGivenDefault |
| IVR Transf'd | IVRTransferred |
| Given Busy | CallsGivenForceBusy |
| Ans Delay | CallsAnsweredDelay |
| Max Ans Delay | MaxAnsweredDelay |

| Report field | View field/Formula |
|---|---|
| Avg Ans Delay | CallsAnsweredDelay / CallsAnswered |
| Abn Delay | CallsAbandonedDelay |
| Max Abn Delay | MaxAbandonedDelay |
| Talk Time | TalkTime |
| Network Out | CallsNetworkedOut |
| NACD Out | CallsNACDOut |
| Reaching Non-ISDN | CallsReachNonISDN |

## Summaries

The report provides totals for each DNIS, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNISs.

# Network DNIS Statistics

BestAir Airlines
Site NameTORONTO
Table Name: iDNISStat

Report Interval: 13:30:00 05 April, 1999 - 13:45:00 05 April, 1999

| | Calls | | | | | | Call Treatment | | | | | | Call Time | | | | | | Network Calls | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Offer'd | Ans | Ans Aft Thresh'd | Abn | Abn Aft Thresh'd | % Service Level | Dis-connect | Over-flow | Route | IVR DefaultTransf'd | Given Busy | | Ans Delay | Max Ans Delay | Avg Ans Delay | Abn Delay | Max Abn Delay | Talk Time | Network Out | NACD Out | Reaching Non-ISDN |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | | | |
| | 33 | 24 | 4 | 4 | 1 | 82.14% | 0 | 0 | 0 | 0 | 3 | 1 | 00:02:49 | 00:00:32 | 00:00:07 | 00:00:52 | 00:00:39 | 00:27:28 | 2 | 2 | 0 |
| **DNIS Name & ID: Corporate_Gold - 5559000** | | | | | | | | | | | | | | | | | | | | | |
| Summary: | 15 | 9 | 1 | 3 | 1 | 83.33% | 0 | 0 | 0 | 0 | 2 | 1 | 00:01:11 | 00:00:21 | 00:00:08 | 00:00:39 | 00:00:39 | 00:09:10 | 1 | 1 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | | | |
| 12:45 | 15 | 9 | 1 | 3 | 1 | 82.14 | 0 | 0 | 0 | 0 | 2 | 1 | 00:01:11 | 00:00:21 | 00:00:08 | 00:00:39 | 00:00:39 | 00:09:10 | 1 | 1 | 0 |
| Daily | 15 | 9 | 1 | 3 | 1 | 83.33 | 0 | 0 | 0 | 0 | 2 | 1 | 00:01:11 | 00:00:21 | 00:00:08 | 00:00:39 | 00:00:39 | 00:09:10 | 1 | 1 | 0 |
| DNIS | 15 | 9 | 1 | 3 | 1 | 83.33% | 0 | 0 | 0 | 0 | 2 | 1 | 00:01:11 | 00:00:21 | 00:00:08 | 00:00:39 | 00:00:39 | 00:09:10 | 1 | 1 | 0 |
| **DNIS Name & ID: Corporate_Service - 5559010** | | | | | | | | | | | | | | | | | | | | | |
| Summary: | 18 | 15 | 3 | 1 | 0 | 81.25% | 0 | 0 | 0 | 0 | 1 | 0 | 00:01:38 | 00:00:32 | 00:00:07 | 00:00:13 | 00:00:00 | 00:18:18 | 1 | 1 | 0 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | | | |
| 12:45 | 18 | 15 | 3 | 1 | 0 | 82.14 | 0 | 0 | 0 | 0 | 1 | 0 | 00:01:38 | 00:00:32 | 00:00:07 | 00:00:13 | 00:00:00 | 00:18:18 | 1 | 1 | 0 |
| Daily | 18 | 15 | 3 | 1 | 0 | 81.25 | 0 | 0 | 0 | 0 | 1 | 0 | 00:01:38 | 00:00:32 | 00:00:07 | 00:00:13 | 00:00:00 | 00:18:18 | 1 | 1 | 0 |
| DNIS | 18 | 15 | 3 | 1 | 0 | 81.25% | 0 | 0 | 0 | 0 | 1 | 0 | 00:01:38 | 00:00:32 | 00:00:07 | 00:00:13 | 00:00:00 | 00:18:18 | 1 | 1 | 0 |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | | | |
| | 33 | 24 | 4 | 4 | 1 | 82.14% | 0 | 0 | 0 | 0 | 3 | 1 | 00:02:49 | 00:00:32 | 00:00:07 | 00:00:52 | 00:00:39 | 00:27:28 | 2 | 2 | 0 |

# Network Incoming Calls

## Description

Networking option only. The Network Incoming Calls report provides statistics about incoming network calls for your site. It contains information about the number of incoming network calls offered, answered, and abandoned at your site. It also provides statistics about the number of calls agents answered or abandoned after the service level threshold and the delays experienced by calls.

## Views

- NetworkInCallStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-10.rpt
- dnet-10.rpt
- wnet-10.rpt
- mnet-10.rpt

## Filter

- source site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Network In Call statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Answered After Threshold | CallsAnsweredAftThreshold |
| Abandoned / Terminated at Dest | CallsAbandoned |
| Abandoned After Threshold | CallsAbandonedAftThreshold |

## Answer Delay statistics

| Report field | View field/Formula |
|---|---|
| Answer Delay | CallsAnsweredDelay |
| Max Delay | MaxAnsweredDelay |
| Total At Dest | CallsAnsweredDelayAtDest |
| Max At Dest | MaxAnsweredDelayAtDest |

## Abandon Delay statistics

| Report field | View field/Formula |
|---|---|
| Total Delay | CallsAbandonedDelay |
| Max Delay | MaxAbandonedDelay |
| Total At Dest | CallsAbandonedDelayAtDest |
| Max At Dest | MaxAbandonedDelayAtDest |

## Summaries

The report provides totals for each source site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all destination sites.

# Network Incoming Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkInCallStat

Report Interval: 09:15:00 08 April, 1999 - 09:30:00 08 April, 1999

| Source Application | Network In Calls Offered | Answered | Answered After Threshold | Abandoned /Terminated at Dest | Abandoned After Threshold | Answer Delay Time Total Delay | Max Delay | Total At Dest | Max At Dest | Abandon Delay Time Total Delay | Max Delay | Total At Dest | Max At Dest |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | |
| Destination: TORONTO | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| Source: BOSTON | | | | | | | | | | | | | |
| Summary: | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| 4/8/99 | | | | | | | | | | | | | |
| 9:30 Booking_Script | 20 | 14 | 2 | 6 | 2 | 00:08:40 | 00:01:42 | 00:08:25 | 00:01:40 | 00:05:50 | 00:00:57 | 00:05:02 | 00:00:55 |
| 9:30 Cargo_Script | 4 | 4 | 1 | 0 | 0 | 00:02:22 | 00:01:01 | 00:02:21 | 00:00:59 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 9:30 Master_Script | 9 | 6 | 1 | 3 | 1 | 00:03:40 | 00:00:44 | 00:03:21 | 00:00:42 | 00:01:01 | 00:01:38 | 00:00:51 | 00:01:35 |
| 9:30 Vacation_Script | 4 | 3 | 0 | 1 | 0 | 00:00:27 | 00:00:13 | 00:00:21 | 00:00:12 | 00:00:15 | 00:00:15 | 00:00:13 | 00:00:12 |
| Daily 4/8/99 | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| Source | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |
| **GRAND TOTAL** | | | | | | | | | | | | | |
| Destination: TORONTO | 37 | 27 | 4 | 10 | 3 | 00:15:09 | 00:01:42 | 00:14:28 | 00:01:40 | 00:07:06 | 00:01:38 | 00:06:06 | 00:01:35 |

# Network Outgoing Calls

## Description

Networking option only. The Network Outgoing Calls report provides statistics about outgoing network calls for your site. It contains information about the number of outgoing network calls offered, answered, and abandoned at the source and destination sites.

## Views

- NetworkOutStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-11.rpt
- dnet-11.rpt
- wnet-11.rpt
- mnet-11.rpt

## Filter

- destination site name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each destination site, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval and application. The report also contains a grand total for all destination sites.

# Network Outgoing Calls

BestAir Airlines
Site Name: TORONTO
Table Name: iNetworkOutStat

Report Interval: 09:30:00 08 April, 1999 - 09:45:00 08 April, 1999

| | | Source Application | | Call To Destination Offered | Answered | Abandoned |
|---|---|---|---|---|---|---|
| | | | **GRAND TOTAL** | | | |
| | | Source Site: TORONTO | | 86 | 74 | 11 |
| **Destination: BOSTON** | | | | 37 | 33 | 3 |
| 4/8/99 | 9:45 | Cargo_Script | | 1 | 1 | 0 |
| | 9:45 | Vacation_Script | | 5 | 4 | 0 |
| | 9:45 | Booking_Script | | 22 | 21 | 1 |
| | 9:45 | Master_Script | | 9 | 7 | 2 |
| | | | Daily 4/8/99 | 37 | 33 | 3 |
| | | | Destination | 37 | 33 | 3 |
| **Destination: CHICAGO** | | | | 21 | 19 | 3 |
| 4/8/99 | 9:45 | Cargo_Script | | 2 | 1 | 1 |
| | 9:45 | Vacation_Script | | 2 | 2 | 0 |
| | 9:45 | Booking_Script | | 14 | 12 | 1 |
| | 9:45 | Master_Script | | 3 | 4 | 1 |
| | | | Daily 4/8/99 | 21 | 19 | 3 |
| | | | Destination | 21 | 19 | 3 |
| **Destination: SF** | | | | 28 | 22 | 5 |
| 4/8/99 | 9:45 | Cargo_Script | | 5 | 4 | 0 |
| | 9:45 | Vacation_Script | | 2 | 1 | 1 |
| | 9:45 | Booking_Script | | 17 | 15 | 2 |
| | 9:45 | Master_Script | | 4 | 2 | 2 |
| | | | Daily 4/8/99 | 28 | 22 | 5 |
| | | | Destination | 28 | 22 | 5 |
| | | | **GRAND TOTAL** | | | |
| | | Source Site: TORONTO | | 86 | 74 | 11 |

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**Printed By: sysadmin 4/09/99 09:30:14 AM** **Page 1 of 1**

# Network Route Performance

## Description

Networking option only. The Network Route Performance report shows summarized performance information grouped by route. The report indicates how often and how long all trunks within the route were busy. It also displays the total number of calls that were unable to reach another site because all of the trunks within the route were busy.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inetres2.rpt
- dnetres2.rpt
- wnetres2.rpt
- mnetres2.rpt

## Filters

- route number
- route name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Call statistics

| Report field | View field/Formula |
|---|---|
| All Trunks Busy | AllTrunksBusy |
| # Network Out Blocked by All Trunks Busy | CallsBlockedByAllTrunksBusy |
| # Network Out Reached Non-ISDN Trunks | CallsReachNonISDN |

## Call Time statistics

| Report field | View field/Formula |
|---|---|
| All Trunks Busy | AllTrunksBusyTime |
| Average All Trunks Busy | AllTrunksBusyTime / |

## Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

# Network Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

| | Calls | | | Call Time | |
|---|---|---|---|---|---|
| | All Trunks Busy | # Network Out Blocked By All Trunks Busy | # Network Out Reached Non-ISDN Trunks | All Trunks Busy | Avg All Trunks Busy |
| **GRAND TOTAL** | | | | | |
| | 7 | 3 | 0 | 00:02:52 | 00:00:25 |
| **Route Name & ID: T_Route1 - 1** | | | | | |
| **): Default_Route - 999** Summary: | 5 | 0 | 0 | 00:01:30 | 00:00:18 |
| 4/8/99 15:45 | 5 | 0 | 0 | 00:01:30 | 00:00:18 |
| 4/8/99 | 5 | 0 | 0 | 00:01:30 | 00:00:18 |
| Route | 5 | 0 | 0 | 00:01:30 | 00:00:18 |
| **Route Name & ID: T_Route2 - 2** | | | | | |
| Summary: | 2 | 0 | 0 | 00:00:15 | 00:00:08 |
| 4/8/99 15:45 | 2 | 0 | 0 | 00:00:15 | 00:00:08 |
| 4/8/99 | 2 | 0 | 0 | 00:00:15 | 00:00:08 |
| Route | 2 | 0 | 0 | 00:00:15 | 00:00:08 |
| **Route Name & ID: Default_Route - 999** | | | | | |
| Summary: | 0 | 3 | 0 | 00:01:07 | 00:00:00 |
| 4/8/99 15:45 | 0 | 3 | 0 | 00:01:07 | 00:00:00 |
| 4/8/99 | 0 | 3 | 0 | 00:01:07 | 00:00:00 |
| Route | 0 | 3 | 0 | 00:01:07 | 00:00:00 |
| **GRAND TOTAL** | | | | | |
| | 7 | 3 | 0 | 00:02:52 | 00:00:25 |

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# Network Skillset Performance

## Description

Networking option only. The Network Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total local and incoming network calls answered by agents for the skillset, the number and percentage of calls agents answered after the service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether or not the skillset has the number of agents required to service callers. If a particular skillset is not performing well, you may need to consult the agent reports.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- inet-12.rpt
- dnet-12.rpt
- wnet-12.rpt
- mnet-12.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Skillset Call statistics

| Report field | View field/Formula |
|---|---|
| Total Answered | CallsAnswered |
| Answered Aft Threshold | CallsAnsweredAftThreshold |
| Percent Answered Aft Threshold | CallsAnsweredAfterThreshold / CallsAnswered x 100 |
| Network In Answered | NetCallsAnswered |

## Answer Delay statistics

| Report field | View field/Formula |
|---|---|
| Total Answer Delay | CallsAnsweredDelay |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |
| Maximum Answer Delay | MaxAnsweredDelay |

## Agent statistics

| Report field | View field/Formula |
|---|---|
| All Agent Busy Time | AllAgentBusyTime |
| All Agent Staffed Time | TotalStaffedTime |
| Skillset Active Time | ActiveTime |
| Avg No Of Agts | TotalStaffedTime / ActiveTime |

## Summaries

The report provides totals for each skillset, and for each application/site combination. Statistics are further broken down by day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

# Network Skillset Performance

BestAir Airlines
Site Name: BOSTON
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

| Time | Source Application | Source Site | Skillset Call: Answered | Skillset Call: Network In Answered | Skillset Call: % Answered Aft Threshold | Skillset Call: Answered Aft Threshold | Skillset Ans Delay Time: Total | Skillset Ans Delay Time: Max | Skillset Ans Delay Time: Avg | Agent: All Agt Busy Time | Agent: All Agent Staffed Time | Agent: Skillset Active Time | Agent: Avg No Of Agts |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | |
| | | | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |
| **Skillset: Bookings** | | | | | | | | | | | | | |
| | | Summary: | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |
| 4/7/99 | | | | | | | | | | | | | |
| 09:15 | ACD_DN_Application | BOSTON | 53 | 0 | 8 | 4 | 00:12:22 | 00:00:21 | 00:00:14 | 00:04:16 | 00:15:00 | 00:15:00 | 1 |
| | Booking_Script | SF | 5 | 5 | 20 | 1 | 00:00:42 | 00:00:10 | 00:00:08 | 00:05:32 | 00:15:00 | 00:15:00 | 1 |
| | Booking_Script | TORONTO | 11 | 11 | 36 | 4 | 00:02:34 | 00:00:22 | 00:00:14 | 00:09:13 | 00:15:00 | 00:15:00 | 1 |
| | Booking_Script | CHICAGO | 21 | 21 | 14 | 3 | 00:05:15 | 00:00:28 | 00:00:15 | 00:05:30 | 00:20:09 | 00:15:00 | 1 |
| | Booking_Script | BOSTON | 26 | 0 | 4 | 1 | 00:04:14 | 00:00:31 | 00:00:10 | 00:10:45 | 00:40:08 | 00:15:00 | 3 |
| | Master_Script | TORONTO | 2 | 2 | 0 | 0 | 00:00:09 | 00:00:05 | 00:00:05 | 00:03:43 | 00:15:00 | 00:15:00 | 1 |
| | Master_Script | CHICAGO | 8 | 8 | 13 | 1 | 00:01:20 | 00:00:25 | 00:00:10 | 00:06:52 | 00:15:00 | 00:15:00 | 1 |
| | Master_Script | BOSTON | 141 | 0 | 18 | 25 | 00:42:18 | 00:00:27 | 00:00:18 | 00:03:21 | 00:16:30 | 00:15:00 | 1 |
| | | Daily 4/7/99 | 267 | 47 | 15 | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |
| | | Skillset | 267 | 47 | 15 | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |
| **GRAND TOTAL** | | | | | | | | | | | | | |
| | | | 267 | 47 | 15% | 39 | 01:08:54 | 00:00:31 | 00:00:15 | 00:49:12 | 02:31:47 | 02:00:00 | 1 |

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# Section I: Resource reports

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Crosstab - Route Performance 668
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# CDN Statistics

## Description

The CDN Statistics report details summarized call volume information for the CDNs configured on the server. The report displays the total number of calls offered to the CDN and the total number of calls answered. The report also provides terminated and abandoned call information.

## Definition: CDN

A Controlled Directory Number (CDN) is a number configured in the switch as the entry point for calls into the Symposium Call Center Server. You can configure multiple CDNs in the switch and associate them with the master script of the Symposium Call Center Server.

## Views

- CDNStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res7.rpt
- dm-res7.rpt
- wm-res7.rpt
- mm-res7.rpt

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Filters

- CDN
- CDN name

## Statistics

CDN Statistics reports contain the following statistics:

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Terminated | CallsTerminated |
| Percent Terminated | CallsTerminated / CallsOffered x 100 |
| Abandoned | CallsAbandoned |
| Percent Abandoned | CallsAbandoned / CallsOffered x 100 |
| IVR Calls with Data (DMS) | CallsWithDigitsCollected |

## Summaries

The report provides totals for each CDN, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all CDNs.

# Meridian 1 report

## CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 00:00:00 09 April, 1999 - 23:59:59 09 April, 1999

| | Offered | Answered | Terminated | Percent Terminated | Abandoned | Percent Abandoned |
|---|---|---|---|---|---|---|
| | | | GRAND TOTAL | | | |
| | **73,507** | **37,799** | **35,492** | **48.28%** | **215** | 0.29 |
| **CDN Name & ID: 3750 - 3750** | | | | | | |
| Summary: | 5,811 | 2,266 | 3,522 | 60.61% | 23 | 0.40 |
| 4/9/99 | | | | | | |
| 17:15 | 36 | 32 | 2 | 5.56 | 0 | 0.00 |
| 17:45 | 99 | 96 | 2 | 2.02 | 0 | 0.00 |
| 18:00 | 352 | 353 | 0 | 0.00 | 0 | 0.00 |
| 18:15 | 356 | 353 | 0 | 0.00 | 2 | 0.56 |
| 18:30 | 349 | 342 | 0 | 0.00 | 6 | 1.72 |
| 18:45 | 349 | 344 | 0 | 0.00 | 6 | 1.72 |
| 19:00 | 348 | 343 | 0 | 0.00 | 5 | 1.44 |
| 19:15 | 329 | 324 | 0 | 0.00 | 4 | 1.22 |
| 19:30 | 214 | 79 | 139 | 64.95 | 0 | 0.00 |
| 19:45 | 206 | 0 | 206 | 100.00 | 0 | 0.00 |
| 20:00 | 203 | 0 | 203 | 100.00 | 0 | 0.00 |
| 20:15 | 198 | 0 | 198 | 100.00 | 0 | 0.00 |
| 20:30 | 200 | 0 | 200 | 100.00 | 0 | 0.00 |
| 20:45 | 199 | 0 | 199 | 100.00 | 0 | 0.00 |
| 21:00 | 199 | 0 | 198 | 99.50 | 0 | 0.00 |
| 21:15 | 193 | 0 | 194 | 100.52 | 0 | 0.00 |
| 21:30 | 195 | 0 | 195 | 100.00 | 0 | 0.00 |
| 21:45 | 198 | 0 | 198 | 100.00 | 0 | 0.00 |
| 22:00 | 201 | 0 | 201 | 100.00 | 0 | 0.00 |
| 22:15 | 199 | 0 | 199 | 100.00 | 0 | 0.00 |
| 22:30 | 199 | 0 | 199 | 100.00 | 0 | 0.00 |
| 22:45 | 197 | 0 | 197 | 100.00 | 0 | 0.00 |
| 23:00 | 199 | 0 | 199 | 100.00 | 0 | 0.00 |
| 23:15 | 196 | 0 | 196 | 100.00 | 0 | 0.00 |
| 23:30 | 199 | 0 | 199 | 100.00 | 0 | 0.00 |
| 23:45 | 198 | 0 | 198 | 100.00 | 0 | 0.00 |
| Daily 4/9/99 | 5,811 | 2,266 | 3,522 | 60.61 | 23 | 0.40 |
| CDN | 5,811 | 2,266 | 3,522 | 60.61 | 23 | 0.40 |
| **CDN Name & ID: 3751 - 3751** | | | | | | |
| Summary: | 5,794 | 2,248 | 3,521 | 60.77% | 25 | 0.43 |
| 4/9/99 | | | | | | |
| 17:15 | 31 | 25 | 2 | 6.45 | 4 | 12.90 |
| 17:45 | 87 | 85 | 0 | 0.00 | 0 | 0.00 |
| 18:00 | 355 | 354 | 0 | 0.00 | 0 | 0.00 |
| 18:15 | 348 | 340 | 0 | 0.00 | 7 | 2.01 |
| 18:30 | 350 | 348 | 0 | 0.00 | 2 | 0.57 |
| 18:45 | 350 | 348 | 0 | 0.00 | 4 | 1.14 |
| 19:00 | 349 | 345 | 0 | 0.00 | 3 | 0.86 |
| 19:15 | 333 | 325 | 0 | 0.00 | 5 | 1.50 |

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# DMS report

## CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iCDNStat

Report Interval: 17:00:00 09 April, 1999 - 17:15:00 09 April, 1999

| | Offered | Answered | Terminated | Percent Terminated | Abandoned | Percent Abandoned | IVR Calls With Data |
|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | |
| | **336** | **288** | **17** | **5.06%** | **28** | **8.33%** | **245** |
| **CDN Name & ID: 3750 - 3750** | | | | | | | |
| Summary: | 36 | 32 | 2 | 5.56% | 0 | 0.00% | 30 |
| 4/9/99 | | | | | | | |
| 17:15 | 36 | 32 | 2 | 5.56 | 0 | 0.00 | 30 |
| Daily 4/9/99 | 36 | 32 | 2 | 5.56 | 0 | 0.00 | 30 |
| CDN | 36 | 32 | 2 | 5.56 | 0 | 0.00 | 30 |
| **CDN Name & ID: 3751 - 3751** | | | | | | | |
| Summary: | 31 | 25 | 2 | 6.45% | 4 | 12.90% | 20 |
| 4/9/99 | | | | | | | |
| 17:15 | 31 | 25 | 2 | 6.45 | 4 | 12.90 | 20 |
| Daily 4/9/99 | 31 | 25 | 2 | 6.45 | 4 | 12.90 | 20 |
| CDN | 31 | 25 | 2 | 6.45 | 4 | 12.90 | 20 |
| **CDN Name & ID: 3752 - 3752** | | | | | | | |
| Summary: | 35 | 32 | 2 | 5.71% | 0 | 0.00% | 31 |
| 4/9/99 | | | | | | | |
| 17:15 | 35 | 32 | 2 | 5.71 | 0 | 0.00 | 31 |
| Daily 4/9/99 | 35 | 32 | 2 | 5.71 | 0 | 0.00 | 31 |
| CDN | 35 | 32 | 2 | 5.71 | 0 | 0.00 | 31 |
| **CDN Name & ID: 3753 - 3753** | | | | | | | |
| Summary: | 32 | 26 | 0 | 0.00% | 6 | 18.75% | 17 |
| 4/9/99 | | | | | | | |
| 17:15 | 32 | 26 | 0 | 0.00 | 6 | 18.75 | 17 |
| Daily 4/9/99 | 32 | 26 | 0 | 0.00 | 6 | 18.75 | 17 |
| CDN | 32 | 26 | 0 | 0.00 | 6 | 18.75 | 17 |
| **CDN Name & ID: 3754 - 3754** | | | | | | | |
| Summary: | 35 | 31 | 3 | 8.57% | 1 | 2.86% | 29 |
| 4/9/99 | | | | | | | |
| 17:15 | 35 | 31 | 3 | 8.57 | 1 | 2.86 | 29 |
| Daily 4/9/99 | 35 | 31 | 3 | 8.57 | 1 | 2.86 | 29 |
| CDN | 35 | 31 | 3 | 8.57 | 1 | 2.86 | 29 |

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# Crosstab - CDN Performance

## Description

The Crosstab - CDN Performance report provides you with an at-a-glance view of CDN performance (calls offered, calls answered, calls terminated, and calls abandoned) for several days. You can use this report to compare CDN performance for the same reporting period on different days.

## Views

- iCDNStat

## Collection frequency

- interval

## Templates

- icross_CDN.rpt

## Filter

- CDN
- CDN name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Terminated | CallsTerminated |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each CDN for each interval, as well as daily totals for the CDN.

# Crosstab - CDN Statistics

BestAir Airlines
Site Name: TORONTO
Table Names: iCDNStat

Report Interval: 00:00:00 06 April, 1999 - 20:15:00 21 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **1,662,900** |
| **Calls Answered** | **1,269,493** |
| **Calls Terminated** | **366,310** |
| **Calls Abandoned** | **27,058** |

| | | Sun | Mon | Tue | Wed | Thurs | Fri | Sat | Total |
|---|---|---|---|---|---|---|---|---|---|
| 3750 | 00:00 | 448 | 472 | 668 | 459 | 329 | 346 | 671 | **3,393** |
| | | 456 | 471 | 466 | 0 | 330 | 346 | 257 | **2,326** |
| | | 0 | 0 | 197 | 436 | 0 | 0 | 196 | **829** |
| | | 0 | 0 | 0 | 0 | 0 | 2 | 217 | **219** |
| | 00:15 | 465 | 478 | 679 | 440 | 333 | 347 | 675 | **3,417** |
| | | 460 | 478 | 485 | 0 | 332 | 343 | 263 | **2,361** |
| | | 0 | 0 | 200 | 461 | 0 | 0 | 200 | **861** |
| | | 0 | 0 | 0 | 0 | 0 | 5 | 214 | **219** |
| | 00:30 | 450 | 472 | 672 | 442 | 334 | 348 | 676 | **3,394** |
| | | 451 | 472 | 464 | 0 | 333 | 347 | 218 | **2,285** |
| | | 0 | 0 | 200 | 436 | 0 | 0 | 198 | **834** |
| | | 0 | 0 | 0 | 0 | 0 | 2 | 254 | **256** |
| | 00:45 | 451 | 478 | 677 | 441 | 329 | 351 | 669 | **3,396** |
| | | 453 | 477 | 485 | 0 | 328 | 346 | 219 | **2,308** |
| | | 0 | 0 | 198 | 448 | 0 | 0 | 197 | **843** |
| | | 0 | 0 | 0 | 0 | 0 | 3 | 259 | **262** |
| | 01:00 | 468 | 471 | 670 | 464 | 331 | 346 | 674 | **3,424** |
| | | 463 | 473 | 465 | 0 | 334 | 344 | 297 | **2,376** |
| | | 0 | 0 | 201 | 443 | 0 | 0 | 197 | **841** |
| | | 0 | 0 | 0 | 0 | 0 | 4 | 177 | **181** |

# Crosstab - DNIS Performance

## Description

The Crosstab - DNIS Performance report provides you with an at-a-glance view of DNIS performance (calls offered, calls answered, and calls abandoned) for several days. You can use this report to compare DNIS performance for the same reporting period on different days.

## Views

- iDNISStat

## Collection frequency

- interval

## Templates

- icross_DNIS.rpt

## Filter

- DNIS
- DNIS name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each DNIS for each interval, as well as daily totals for the DNIS.

# Crosstab - DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Names: iDNISStat

Report Interval: 12:30:00 07 April, 1999 - 12:45:00 10 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **183** |
| **Calls Answered** | **150** |
| **Calls Abandoned** | **28** |

| | | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|
| Corporate_Golc | 12:45 | 15<br>9<br>3 | 7<br>7<br>0 | 11<br>10<br>1 | 8<br>8<br>0 | **41**<br>**34**<br>**4** |
| | DNIS Total | 15<br>9<br>3 | 7<br>7<br>0 | 11<br>10<br>1 | 8<br>8<br>0 | **41**<br>**34**<br>**4** |
| Corporate_Serv ce | 12:45 | 18<br>15<br>1 | 25<br>21<br>4 | 72<br>61<br>11 | 27<br>19<br>8 | **142**<br>**116**<br>**24** |
| | DNIS Total | 18<br>15<br>1 | 25<br>21<br>4 | 72<br>61<br>11 | 27<br>19<br>8 | **142**<br>**116**<br>**24** |
| **Total** | | **33**<br>**24**<br>**4** | **32**<br>**28**<br>**4** | **83**<br>**71**<br>**12** | **35**<br>**27**<br>**8** | **183**<br>**150**<br>**28** |

# Crosstab - Route Performance

## Description

The Crosstab - RoutePerformance report provides you with an at-a-glance view of route performance (all trunks busy and number of calls blocked by all trunks busy) for several days. You can use this report to compare route performance for the same reporting period on different days.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

## Views

- iRouteStat

## Collection frequency

- interval

## Templates

- icross_route.rpt

## Filter

- route ID
- route name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| All Trunks Busy | AllTrunksBusy |
| Calls Blocked By All Trunks Busy | CallsBlockedByAllTrunksBusy |

## Summaries

The report provides totals for each route for each interval, as well as daily totals for the route.

# Crosstab - Route Performance

BestAir Airlines
Site Name: BOSTON
Table Names: iRouteStat

Report Interval: 15:30:00 05 April, 1999 - 15:45:00 09 April, 1999

## Grand Totals

| | |
|---|---|
| **All Trunks Busy** | **53** |
| **Calls Blocked by All Trunks Busy** | **6** |

| | | Mon | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|---|
| B_Route1 | 15:45 | 2<br>0 | 2<br>0 | 6<br>0 | 10<br>0 | 4<br>0 | **24**<br>**0** |
| | Route Total | 2.00<br>0.00 | 2.00<br>0.00 | 6.00<br>0.00 | 10.00<br>0.00 | 4.00<br>0.00 | **24**<br>**0** |
| B_Route2 | 15:45 | 3<br>0 | 2<br>0 | 6<br>0 | 1<br>0 | 2<br>0 | **14**<br>**0** |
| | Route Total | 3.00<br>0.00 | 2.00<br>0.00 | 6.00<br>0.00 | 1.00<br>0.00 | 2.00<br>0.00 | **14**<br>**0** |
| B_Route3 | 15:45 | 5<br>0 | 2<br>0 | 1<br>0 | 4<br>0 | 3<br>0 | **15**<br>**0** |
| | Route Total | 5.00<br>0.00 | 2.00<br>0.00 | 1.00<br>0.00 | 4.00<br>0.00 | 3.00<br>0.00 | **15**<br>**0** |
| Default_Route | 15:45 | 0<br>1 | 0<br>0 | 0<br>2 | 0<br>3 | 0<br>0 | **0**<br>**6** |
| | Route Total | 0.00<br>1.00 | 0.00<br>0.00 | 0.00<br>2.00 | 0.00<br>3.00 | 0.00<br>0.00 | **0**<br>**6** |
| **Total** | | **10**<br>**1** | **6**<br>**0** | **13**<br>**2** | **15**<br>**3** | **9**<br>**0** | **53**<br>**6** |

# Crosstab - Trunk Performance

## Description

The Crosstab - Trunk Performance report provides you with an at-a-glance view of trunk performance (calls offered, answered, and abandoned) for several days. You can use this report to compare trunk performance for the same reporting period on different days.

## Views

- iTrunkStat

## Collection frequency

- interval

## Templates

- icross_trunk.rpt

## Filter

- trunk ID

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each trunk for each interval, as well as daily totals for the trunk.

# Crosstab - Trunk Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iTrunkStat

Report Interval: 09:15:00 05 April, 1999 - 09:30:00 09 April, 1999

## Grand Totals

| | |
|---|---|
| **Calls Offered** | **468** |
| **Calls Answered** | **628** |
| **Calls Abandoned** | **24** |

| | | Mon | Tue | Wed | Thurs | Fri | Total |
|---|---|---|---|---|---|---|---|
| Route1 | 9:30 | 45<br>41<br>1 | 66<br>61<br>6 | 47<br>47<br>0 | 1<br>47<br>0 | 22<br>22<br>0 | **181**<br>**218**<br>**7** |
| | Route Total | 45<br>41<br>1 | 66<br>61<br>6 | 47<br>47<br>0 | 1<br>47<br>0 | 22<br>22<br>0 | **181**<br>**218**<br>**7** |
| Route2 | 9:30 | 34<br>32<br>2 | 23<br>21<br>2 | 60<br>55<br>5 | 4<br>59<br>0 | 46<br>45<br>1 | **167**<br>**212**<br>**10** |
| | Route Total | 34<br>32<br>2 | 23<br>21<br>2 | 60<br>55<br>5 | 4<br>59<br>0 | 46<br>45<br>1 | **167**<br>**212**<br>**10** |
| Route3 | 9:30 | 22<br>22<br>0 | 48<br>44<br>4 | 13<br>12<br>1 | 2<br>87<br>0 | 35<br>33<br>2 | **120**<br>**198**<br>**7** |
| | Route Total | 22<br>22<br>0 | 48<br>44<br>4 | 13<br>12<br>1 | 2<br>87<br>0 | 35<br>33<br>2 | **120**<br>**198**<br>**7** |
| **Total** | | **101**<br>**95**<br>**3** | **137**<br>**126**<br>**12** | **120**<br>**114**<br>**6** | **7**<br>**193**<br>**0** | **103**<br>**100**<br>**3** | **468**<br>**628**<br>**24** |

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# DNIS Statistics

## Description

The DNIS Statistics report summarizes the total call volume to each DNIS number. The DNIS Statistics report lists the total calls answered, total caller wait time, total calls abandoned, and the percentage of calls that abandoned after a wait greater than or equal to the service level threshold defined for the DNIS.

You can use this report to track call handling performance on products or services associated with a particular DNIS number.

## Definition: DNIS

Dialed Number Identification Service (DNIS) allows you to identify the dialed number for calls coming into the call center. Typically, DNIS numbers are used for 1-800 numbers. For example, a company might give customers different 1-800 numbers for sales and customer service calls.

## Views

- DNISStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res6.rpt
- dm-res6.rpt
- wm-res6.rpt
- mm-res6.rpt

## Filters

- DNIS
- DNIS name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offer'd | CallsOffered |
| Answer'd | CallsAnswered |
| Answer Delay | CallsAnsweredDelay |
| Max Ans Delay | MaxAnsweredDelay |
| Avg Ans Delay | CallsAnsweredDelay / CallsAnswered |
| Ans After Threshold | CallsAnsweredAftThreshold |
| Disconnected | CallsGivenForceDisconnect |
| Overflowed | CallsGivenForceOverflow |
| Routed | CallsGivenRouteTo |
| NACD Out (Meridian 1) | CallsNACDOut |
| IVR Transferred (Meridian 1) | IVRTransferred |
| Default'd | CallsGivenDefault |

| Report field | View field/Formula |
|---|---|
| Given Busy | CallsGivenForceBusy |
| Aban’d | CallsAbandoned |
| Aband Delay | CallsAbandonedDelay |
| Max Abn Delay | MaxAbandonedDelay |
| Aban After Thresh | CallsAbandonedAftThreshold |
| % Service Level | [{(CallsAnswered + CallsAbandoned) – (CallsAnsweredAftThreshold + CallsAbandonedAftThreshold)} / (CallsAnswered + CallsAbandoned)] x 100 |
| Talk Time | TalkTime |

## Summaries

The report provides totals for each DNIS number, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all DNIS numbers.

# DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 12:45:00 06 April, 1999

| | Offer'd | Answer'd | Answer Delay | Max Ans Delay | Avg Ans Delay | Ans After Thresh | Discon-nected | Over flowed | Routed | NACD Out | Transf'd | IVR De-faulted | Given Busy | Aban'd | Aband Delay | Max Abn Delay | Aban After Thresh | % Service Level | Talk Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | |
| | 33 | 24 | 00:02:49 | 00:00:32 | 00:00:07 | 4 | 0 | 0 | 0 | 2 | 3 | 0 | 1 | 4 | 00:00:52 | 00:00:39 | 1 | 82.14% | 00:27:28 |
| **DNIS Name & ID: Corporate_Gold - 5559000** | | | | | | | | | | | | | | | | | | | |
| Summary: | 15 | 9 | 00:01:11 | 00:00:21 | 00:00:08 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 | 00:00:39 | 00:00:39 | 1 | 83.33% | 00:09:10 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | |
| 12:45 | 15 | 9 | 00:01:11 | 00:00:21 | 00:00:08 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 | 00:00:39 | 00:00:39 | 1 | 82.14 | 00:09:10 |
| Daily 4/6/99 | 15 | 9 | 00:01:11 | 00:00:21 | 00:00:08 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 | 00:00:39 | 00:00:39 | 1 | 83.33 | 00:09:10 |
| DNIS | 15 | 9 | 00:01:11 | 00:00:21 | 00:00:08 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 | 00:00:39 | 00:00:39 | 1 | 83.33 | 00:09:10 |
| **DNIS Name & ID: Corporate_Service - 5559010** | | | | | | | | | | | | | | | | | | | |
| Summary: | 18 | 15 | 00:01:38 | 00:00:32 | 00:00:07 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 0 | 81.25% | 00:18:18 |
| 4/6/99 | | | | | | | | | | | | | | | | | | | |
| 12:45 | 18 | 15 | 00:01:38 | 00:00:32 | 00:00:07 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 00:00:13 | 00:00:00 | 0 | 82.14 | 00:18:18 |
| Daily 4/6/99 | 18 | 15 | 00:01:38 | 00:00:32 | 00:00:07 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 0 | 81.25 | 00:18:18 |
| DNIS | 18 | 15 | 00:01:38 | 00:00:32 | 00:00:07 | 3 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 00:00:00 | 00:00:00 | 0 | 81.25 | 00:18:18 |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | | | |
| | 33 | 24 | 00:02:49 | 00:00:32 | 00:00:07 | 4 | 0 | 0 | 0 | 2 | 3 | 0 | 1 | 4 | 00:00:52 | 00:00:39 | 1 | 82.14% | 00:27:28 |

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# DNIS Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iDNISStat

Report Interval: 12:30:00 06 April, 1999 - 13:00:00 06 April, 1999

| | Offer'd | Answer'd | Answer Delay | Max. Ans Delay | Avg Ans Delay | Ans After Thresh | Discon-nected | Over flowed | Routed | Default'd | Given Busy | Aban'd | Aband Delay | Max. Abn Delay | Aban After Thresh | % Service Level | Talk Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | |
| | **81** | **44** | **00:00:07** | **00:00:20** | **00:00:00** | **9** | **0** | **0** | **1** | **0** | **1** | **0** | **00:00:00** | **00:00:00** | **0** | **79.55** | **00:01:40** |
| **DNIS Name & ID: Corporate_Gold - 5559000** | | | | | | | | | | | | | | | | | |
| Summary: | **35** | **10** | **00:00:02** | **00:00:20** | **00:00:00** | **1** | **0** | **0** | **0** | **0** | **1** | **0** | **00:00:00** | **00:00:00** | **0** | **90.00** | **00:00:31** |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 12:45 | 15 | 3 | 00:00:02 | 00:00:20 | 00:00:01 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 00:00:00 | 00:00:00 | 0 | 79.55 | 00:00:10 |
| 13:00 | 20 | 7 | 00:00:00 | 00:00:20 | 00:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 0 | 79.55 | 00:00:21 |
| Daily 4/6/99 | **35** | **10** | **00:00:02** | **00:00:20** | **00:00:00** | **1** | **0** | **0** | **0** | **0** | **1** | **0** | **00:00:00** | **00:00:00** | **0** | **90.00** | **00:00:31** |
| DNIS | **35** | **10** | **00:00:02** | **00:00:20** | **00:00:00** | **1** | **0** | **0** | **0** | **0** | **1** | **0** | **00:00:00** | **00:00:00** | **0** | **90.00** | **00:00:31** |
| **DNIS Name & ID: Corporate_Service - 5559010** | | | | | | | | | | | | | | | | | |
| Summary: | **46** | **34** | **00:00:05** | **00:00:20** | **00:00:00** | **8** | **0** | **0** | **1** | **0** | **0** | **0** | **00:00:00** | **00:00:00** | **0** | **76.47** | **00:01:09** |
| 4/6/99 | | | | | | | | | | | | | | | | | |
| 12:45 | 18 | 14 | 00:00:04 | 00:00:20 | 00:00:00 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 0 | 79.55 | 00:00:24 |
| 13:00 | 28 | 20 | 00:00:01 | 00:00:20 | 00:00:00 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 0 | 79.55 | 00:00:45 |
| Daily 4/6/99 | **46** | **34** | **00:00:05** | **00:00:20** | **00:00:00** | **8** | **0** | **0** | **1** | **0** | **0** | **0** | **00:00:00** | **00:00:00** | **0** | **76.47** | **00:01:09** |
| DNIS | **46** | **34** | **00:00:05** | **00:00:20** | **00:00:00** | **8** | **0** | **0** | **1** | **0** | **0** | **0** | **00:00:00** | **00:00:00** | **0** | **76.47** | **00:01:09** |
| **GRAND TOTAL** | | | | | | | | | | | | | | | | | |
| | **81** | **44** | **00:00:07** | **00:00:20** | **00:00:00** | **9** | **0** | **0** | **1** | **0** | **1** | **0** | **00:00:00** | **00:00:00** | **0** | **79.55** | **00:01:40** |

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# Music/RAN Route Statistics

## Description

The Music/RAN Route Statistics report shows information about music and recorded announcement (RAN) routes. For each route, the report provides the number of route accesses and the route access time.

This report can help you pinpoint any routes that may be overloaded.

## Views

- RANMusicRouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res8.rpt
- dm-res8.rpt
- wm-res8.rpt
- mm-res8.rpt

## Filters

- route ID
- route name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Route Access | RouteAccess |
| Route Access Time | RouteAccessTime |

## Summaries

The report provides totals for each music and RAN route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all music and RAN routes.

# Music/RAN Route Statistics

BestAir Airlines
Site Name: TORONTO
Table Name: iRANMusicRouteStat

Report Interval: 15:15:00 08 April, 1999 - 15:45:00 08 April, 1999

| | | Route Access | Route Access Time |
|---|---|---|---|
| | **GRAND TOTAL** | **975** | **00:14:13** |
| Route Name & ID: Route1 - 1 | Summary: | 329 | 00:05:01 |
| 4/8/99 | | | |
| | 3:30 | 145 | 00:02:03 |
| | 3:45 | 184 | 00:02:58 |
| | Daily 4/8/99 | 329 | 00:05:01 |
| | Route | 329 | 00:05:01 |
| Route Name & ID: Route2 - 2 | Summary: | 331 | 00:04:50 |
| 4/8/00 | | | |
| | 3:30 | 175 | 00:02:34 |
| | 3:45 | 156 | 00:02:16 |
| | Daily 4/8/99 | 331 | 00:04:50 |
| | Route | 331 | 00:04:50 |
| Route Name & ID: Route3 - 3 | Summary: | 315 | 00:04:22 |
| 4/8/99 | | | |
| | 3:30 | 139 | 00:01:43 |
| | 3:45 | 176 | 00:02:39 |
| | Daily 4/8/99 | 315 | 00:04:22 |
| | Route | 315 | 00:04:22 |
| | **GRAND TOTAL** | **975** | **00:14:13** |

# Route Performance

## Description

Meridian 1 switch only. The Route Performance report shows summarized performance information grouped by route. The report describes the performance of the route as a whole, in contrast to the Trunk Performance report, which tracks and displays individual trunk performance.

The Route Performance report indicates how often and how long all trunks within the route were busy.

**Note:** Calls blocked by all trunks busy statistics are pegged against the Default_Route, 999.

## Definition: Route

A route is a group of trunks with similar characteristics.

## Example

A call center may direct two routes to each of its call center skillsets, depending on the demographics of a particular customer area. Each route is configured with multiple trunks.

## Views

- RouteStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res2.rpt
- dm-res2.rpt
- wm-res2.rpt
- mm-res2.rpt

## Filters

- route ID
- route name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| All Trunks Busy | AllTrunksBusy |
| All Trunks Busy Time | AllTrunksBusyTime |
| Calls Blocked By All Trunks Busy | CallsBlockedByAllTrunksBusy |

## Summaries

The report provides totals for each route, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all routes.

# Route Performance

BestAir Airlines
Site Name: TORONTO
Table Name:iRouteStat

Report Interval: 15:30:00 08 April, 1999 - 15:45:00 08 April, 1999

| | All Trunks Busy | All Trunks Busy Time | Calls Blocked By All Trunks Busy |
|---|---|---|---|
| **GRAND TOTAL** | | | |
| | **7** | **00:02:52** | **3** |
| **Route Name & ID: T_Route1 - 1** | | | |
| Summary: | 5 | 00:01:30 | 0 |
| 4/8/99 | | | |
| 15:45 | 5 | 00:01:30 | 0 |
| Daily 4/8/99 | 5 | 00:01:30 | 0 |
| Route | 5 | 00:01:30 | 0 |
| **Route Name & ID: T_Route2 - 2** | | | |
| Summary: | 2 | 00:00:15 | 0 |
| 4/8/99 | | | |
| 15:45 | 2 | 00:00:15 | 0 |
| Daily 4/8/99 | 2 | 00:00:15 | 0 |
| Route | 2 | 00:00:15 | 0 |
| **Route Name & ID: Default_Route - 999** | | | |
| Summary: | 0 | 00:01:07 | 3 |
| 4/8/99 | | | |
| 15:45 | 0 | 00:01:07 | 3 |
| Daily 4/8/99 | 0 | 00:01:07 | 3 |
| Route | 0 | 00:01:07 | 3 |
| **GRAND TOTAL** | | | |
| | **7** | **00:02:52** | **3** |

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# Trunk Performance

## Description

The Trunk Performance report shows summarized performance information grouped by trunk.

The Trunk Performance report helps you understand call center traffic patterns. The report lists the total call volume by individual trunk, including total calls abandoned, answered, and offered.

To further evaluate trunk and call center performance, the Trunk Performance report also shows the amount of time callers waited for an answer and the amount of time callers waited before abandoning their call.

If specific trunks are underused or consistently backlogged, you can take action to make these call center resources more efficient.

## Views

- TrunkStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- im-res1.rpt
- dm-res1.rpt
- wm-res1.rpt
- mm-res1.rpt

## Filter

- trunk ID

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Average Utilization per reporting period (interval, day, week, or month) | Occupancy Time / number of reporting periods |
| Usage Time | OccupancyTime |
| Answer Delay | CallsAnsweredDelay |
| Abandon Delay | CallsAbandonedDelay |
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Abandoned | CallsAbandoned |

## Summaries

The report provides totals for each trunk, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all trunks.

# Trunk Performance

Report Interval: 09:00:00 04 October, 1999 - 09:15:00 05 October, 1999

Site Name: ICCMNGEN23
Table Name: iTrunkStat

| | Average Utilization per Interval | Usage Time | Answer Delay | Abandon Delay | Offered | Answered | Abandoned |
|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | |
| | 293.65 | 69:20:06 | 12:42:47 | 00:00:00 | 26,843 | 26,843 | 0 |
| **Trunk ID: 10 Route Name: R30 Route ID: 30** | | | | | | | |
| Summary: | 19.77 | 00:07:15 | 00:01:32 | 00:00:00 | 46 | 46 | 0 |
| 10/4/99 | | | | | | | |
| 09:15 | | 00:00:18 | 00:00:03 | 00:00:00 | 2 | 2 | 0 |
| 10:00 | | 00:00:10 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 20:15 | | 00:00:38 | 00:00:07 | 00:00:00 | 4 | 4 | 0 |
| 20:30 | | 00:00:37 | 00:00:10 | 00:00:00 | 4 | 4 | 0 |
| 20:45 | | 00:02:15 | 00:00:28 | 00:00:00 | 14 | 14 | 0 |
| 21:30 | | 00:00:09 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 22:45 | | 00:00:10 | 00:00:03 | 00:00:00 | 1 | 1 | 0 |
| 23:00 | | 00:00:09 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 23:30 | | 00:00:12 | 00:00:02 | 00:00:00 | 2 | 2 | 0 |
| 23:45 | | 00:00:06 | 00:00:00 | 00:00:00 | 0 | 0 | 0 |
| Daily 10/4/99 | 28.40 | 00:04:44 | 00:00:59 | 00:00:00 | 30 | 30 | 0 |
| 10/5/99 | | | | | | | |
| 01:00 | | 00:00:10 | 00:00:01 | 00:00:00 | 1 | 1 | 0 |
| 02:00 | | 00:00:19 | 00:00:03 | 00:00:00 | 2 | 2 | 0 |
| 02:15 | | 00:00:18 | 00:00:04 | 00:00:00 | 2 | 2 | 0 |
| 04:45 | | 00:00:18 | 00:00:04 | 00:00:00 | 2 | 2 | 0 |
| 05:00 | | 00:00:10 | 00:00:05 | 00:00:00 | 1 | 1 | 0 |
| 05:15 | | 00:00:10 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 06:45 | | 00:00:10 | 00:00:01 | 00:00:00 | 1 | 1 | 0 |
| 07:30 | | 00:00:09 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 07:45 | | 00:00:10 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 08:00 | | 00:00:09 | 00:00:02 | 00:00:00 | 1 | 1 | 0 |
| 08:15 | | 00:00:09 | 00:00:01 | 00:00:00 | 1 | 1 | 0 |
| 08:30 | | 00:00:19 | 00:00:06 | 00:00:00 | 2 | 2 | 0 |
| Daily 10/5/99 | 12.58 | 00:02:31 | 00:00:33 | 00:00:00 | 16 | 16 | 0 |
| Trunk | 19.77 | 00:07:15 | 00:01:32 | 00:00:00 | 46 | 46 | 0 |

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# Section J: Skillset reports

## In this section

Crosstab - Skillset Performance 690
Skillset By Application 693
Skillset Performance 697

# Crosstab - Skillset Performance

## Description

The Crosstab - Skillset Performance report provides you with an at-a-glance view of skillset performance (calls offered, calls answered, network calls answered, and skillset calls abandoned) for several days. You can use this report to compare skillset performance for the same reporting period on different days.

## Views

- iSkillsetStat

## Collection frequency

- interval

## Templates

- icross_skillset.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Offered | CallsOffered |
| Answered | CallsAnswered |
| Network Answered | NetCallsAnswered |
| Abandoned | SkillsetAbandoned |

## Summaries

The report provides totals for each skillset for each interval, as well as daily totals for the skillset.

# Crosstab - Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Names: iSkillsetStat

Report Interval: 09:00:00 05 April, 1999 - 09:15:00 09 April, 1999

## Grand Totals

| | |
|---|---|
| **Call Offered** | **1,366** |
| **Call Answered** | **1,263** |
| **Network Call Answered** | **13** |
| **Skillset Abandoned** | **56** |

| | | | Mon | Tue | Wed | Thurs | Fri | **Total** |
|---|---|---|---|---|---|---|---|---|
| Bookings | 09:15 | Booking_Script | 236<br>201<br>2<br>14 | 231<br>224<br>5<br>6 | 227<br>231<br>0<br>5 | 251<br>241<br>2<br>11 | 266<br>254<br>2<br>12 | **1,211**<br>**1,151**<br>**11**<br>**48** |
| | | Master_Script | 44<br>12<br>0<br>2 | 11<br>8<br>1<br>3 | 44<br>39<br>1 | 23<br>21<br>0<br>2 | 33<br>32<br>0<br>1 | **155**<br>**112**<br>**2**<br>**8** |
| | Total | | 280<br>213<br>2<br>16 | 242<br>232<br>6<br>9 | 271<br>270<br>1<br>5 | 274<br>262<br>2<br>13 | 299<br>286<br>2<br>13 | **1,366**<br>**1,263**<br>**13**<br>**56** |
| **Total** | | | **280**<br>**213**<br>**2**<br>**16** | **242**<br>**232**<br>**6**<br>**9** | **271**<br>**270**<br>**1**<br>**5** | **274**<br>**262**<br>**2**<br>**13** | **299**<br>**286**<br>**2**<br>**13** | 1,366<br>1,263<br>**13**<br>**56** |

# Skillset By Application

## Description

The Skillset By Application report shows summarized skillset statistics for each application under review. The report provides statistics such as the total number of calls answered for a skillset, number of calls answered after the service level threshold for the skillset, all agent staffed time, and average number of agents.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- imskill4.rpt
- dmskill4.rpt
- wmskill4.rpt
- mmskill4.rpt

## Filter

- skillset name?

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Skillset Answered | CallsAnswered |
| Skillset Answered After Thresh | CallsAnsweredAfterThreshold |
| % Ansd After Thresh | CallsAnsweredAfterThreshold / CallsAnswered x 100 |
| Answer Delay | CallsAnsweredDelay |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |
| Maximum Answer Delay | MaxAnsweredDelay |
| All Agent Busy Time | AllAgentBusyTime |
| Avg All Agent Busy Time Per Hour | AllAgentBusyTime / (Number of intervals x 0.25) |
| All Agent Staffed Time | TotalStaffedTime |
| Skillset Active Time | ActiveTime |
| Avg No of Agents | TotalStaffedTime / ActiveTime |

## Summaries

The report provides totals for each application, and subtotals for each skillset. For each skillset, statistics are further broken down by day, week, or month (depending on the reporting period selected). For the interval reporting period, statistics are further broken down by interval, and within each interval, by skillset. The report also contains a grand total for all applications.

# Skillset By Application

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

| Date | Time | Skillset Answered | Skillset Answered After Thresh | % Ansd After Thresh | Answer Delay | Average Answer Delay | Maximum Answer Delay |
|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | |
| | | 458 | 15 | 3.28% | 01:43:55 | 00:00:14 | 00:00:42 |
| **Application: Booking_Script** | | | | | | | |
| | Summary: | 231 | 5 | 2.16% | 00:55:10 | 00:00:14 | 00:00:42 |
| **Skillset: Bookings** | | | | | | | |
| | Summary: | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| 4/7/99 | | | | | | | |
| | 09:15 | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| | Daily 4/7/99 | 231.00 | 5.00 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| | Skillset | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| | Application | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 |
| **Application: Master_Script** | | | | | | | |
| | Summary: | 118 | 8 | 6.78% | 00:23:35 | 00:00:12 | 00:00:31 |
| **Skillset: Bookings** | | | | | | | |
| | Summary: | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| 4/7/99 | | | | | | | |
| | 09:15 | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| | Daily 4/7/99 | 39.00 | 3.00 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| | Skillset | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 |
| **Skillset: Default_Skillset** | | | | | | | |
| | Summary: | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 4/7/99 | | | | | | | |
| | 09:15 | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | Daily 4/7/99 | 0.00 | 0.00 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| | Skillset | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 |
| **Skillset: European_Vacations** | | | | | | | |
| | Summary: | 26 | 1 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 |
| 4/7/99 | | | | | | | |
| | 09:15 | 26 | 1 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 |
| | Daily 4/7/99 | 26.00 | 1.00 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 |
| | Skillset | 26 | 1 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 |
| **Skillset: Vacations** | | | | | | | |
| | Summary: | 53 | 4 | 7.55 | 00:12:22 | 00:00:14 | 00:00:21 |
| 4/7/99 | | | | | | | |
| | 09:15 | 53 | 4 | 7.55 | 00:12:22 | 00:00:14 | 00:00:21 |
| | Daily 4/7/99 | 53.00 | 4.00 | 7.55 | 00:12:22 | 00:00:14 | 00:00:21 |
| | Skillset | 53 | 4 | 7.55 | 00:12:22 | 00:00:14 | 00:00:21 |

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# Skillset Performance

## Description

The Skillset Performance report provides summarized call handling performance information for each skillset defined on your system. The report lists the total calls answered by agents for the skillset, the number and percentage of calls agents answered after a predefined service level threshold, the maximum delay a caller experienced, and the total time all agents were busy servicing calls to the skillset.

By indicating the volume of calls and the delay times callers experienced, along with the amount of time agents were busy servicing calls to the skillset, the report indicates whether the skillset has the number of agents required to service callers. If a particular skillset is not performing well, consult the agent reports.

## Views

- SkillsetStat

## Collection frequency

- interval
- daily
- weekly
- monthly

## Templates

- imskill1.rpt
- dmskill1.rpt
- wmskill1.rpt
- mmskill1.rpt

## Filter

- skillset name

## Rights required

| Function | Minimum access level |
|---|---|
| Reports | Create and run any report |
| Reports—Other | Create and run any report |

## Statistics

| Report field | View field/Formula |
|---|---|
| Skillset Answered | CallsAnswered |
| Skillset Answered After Thresh | CallsAnsweredAfterThreshold |
| % Ansd After Thresh | CallsAnsweredAfterThreshold / CallsAnswered x 100 |
| Answer Delay | CallsAnsweredDelay |
| Average Answer Delay | CallsAnsweredDelay / CallsAnswered |
| Maximum Answer Delay | MaxAnsweredDelay |
| All Agent Busy Time | AllAgentBusyTime |
| Avg All Agent Busy Time Per Hour | AllAgentBusyTime / (Number of intervals x 0.25) |
| All Agent Staffed Time | TotalStaffedTime |
| Skillset Active Time | ActiveTime |
| Avg No of Agents | TotalStaffedTime / ActiveTime |

## Summaries

The report provides totals for each skillset, and subtotals for each day, week, or month, depending on the reporting period selected. For the interval reporting period, statistics are further broken down by interval. The report also contains a grand total for all skillsets.

# Skillset Performance

BestAir Airlines
Site Name: TORONTO
Table Name: iSkillsetStat

Report Interval: 09:00:00 07 April, 1999 - 09:15:00 07 April, 1999

| Application Name | Skillset Answered | Skillset Answered After Thresh | % Ansd After Thresh | Answer Delay | Average Answer Delay | Maximum Answer Delay | All Agent Busy Time | All Agent Staffed Time | Skillset Active Time | Avg No. of Agents |
|---|---|---|---|---|---|---|---|---|---|---|
| **GRAND TOTAL** | | | | | | | | | | |
| | 458 | 15 | 3.28% | 01:43:55 | 00:00:14 | 00:00:42 | 00:10:52 | 09:00:00 | 00:45:00 | 12 |
| **Skillset: Bookings** | | | | | | | | | | |
| Summary: | 270 | 8 | 2.96% | 01:02:09 | 00:00:14 | 00:00:42 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| 4/7/99 | | | | | | | | | | |
| Booking_Script | 231 | 5 | 2.16 | 00:55:10 | 00:00:14 | 00:00:42 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| Master_Script | 39 | 3 | 7.69 | 00:06:59 | 00:00:11 | 00:00:27 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| Total for interval: 09:15 | 270 | 8 | 2.96 | 01:02:09 | 00:00:14 | 00:00:42 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| Daily 4/7/99 | 270 | 8 | 2.96 | 01:02:09 | 00:00:14 | 00:00:42 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| Skillset | 270 | 8 | 2.96 | 01:02:09 | 00:00:14 | 00:00:42 | 00:03:21 | 06:15:00 | 00:15:00 | 25 |
| **Skillset: Default_Skillset** | | | | | | | | | | |
| Summary: | 0 | 0 | 0.00% | 00:00:00 | 00:00:00 | 00:00:00 | 00:01:50 | 00:15:00 | 00:15:00 | 1 |
| 4/7/99 | | | | | | | | | | |
| 09:15 Master_Script | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| Total for interval: 09:15 | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:01:50 | 00:15:00 | 00:15:00 | 1 |
| Daily 4/7/99 | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:01:50 | 00:15:00 | 00:15:00 | 1 |
| Skillset | 0 | 0 | 0.00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:01:50 | 00:15:00 | 00:15:00 | 1 |
| **Skillset: European_Vacations** | | | | | | | | | | |
| Summary: | 135 | 3 | 2.22% | 00:29:24 | 00:00:13 | 00:00:34 | 00:05:41 | 02:30:00 | 00:15:00 | 10 |
| 4/7/99 | | | | | | | | | | |
| 09:15 Vacation_Script | 109 | 2 | 1.83 | 00:25:10 | 00:00:14 | 00:00:34 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| Master_Script | 26 | 1 | 3.85 | 00:04:14 | 00:00:10 | 00:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| Total for interval: 09:15 | 135 | 3 | 2.22 | 00:29:24 | 00:00:13 | 00:00:34 | 00:05:41 | 02:30:00 | 00:15:00 | 10 |
| Daily 4/7/99 | 135 | 3 | 2.22 | 00:29:24 | 00:00:13 | 00:00:34 | 00:05:41 | 02:30:00 | 00:15:00 | 10 |
| Skillset | 135 | 3 | 2.22 | 00:29:24 | 00:00:13 | 00:00:34 | 00:05:41 | 02:30:00 | 00:15:00 | 10 |

# Appendix B

# Pegging examples

## In this chapter


Local call pegging 702

Network call pegging 705

# Local call pegging

## Scenario

| | |
|---|---|
| Call arrives | 09:00:00 |
| Call is given IVR treatment | 09:00:02 |
| Call is handed over to Booking_Script application | 09:00:02 |
| Call is queued to Bookings skillset | 09:00:03 |
| Call is presented to Donna Royce | 09:00:10 |
| Call is answered by Donna Royce | 09:00:15 |
| Call is conferenced to a Brandon Woo's DN | 09:00:25 |
| Caller disconnects | 09:00:35 |
| Brandon Woo releases call<br>Donna Royce releases call | 09:00:38 |

In this scenario, the agent's call presentation class is configured for a break (variable wrap) of 30 seconds after each call.

# Pegging

### AgentPerformanceStat view: Donna Royce

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |
| CDNCallsConferencedToDN | 1 |
| ConsultationTime (Meridian 1 switch only) | 3 |
| TalkTime | 23 |
| BreakTime/VariableWrapTime | 30 |

### ApplicationStat view: Master_Script

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |
| CallsGivenIVR | 1 |

### ApplicationStat view: Booking_Script

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |
| CallsAnsweredDelay | 15 seconds |

| Field | Pegging |
|---|---|
| AnsDelay16 | 1 |
| CallsAnsweredDelayAtSkillset | 12 seconds |
| CallsConferencedOut | 1 |
| TimeBeforeInterflow | 2 seconds |

### CDNStat view

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |

### SkillsetStat view: Bookings

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| Application | Booking_Script |
| CallsOffered | 1 |
| CallsAnswered | 1 |
| CallsAnsweredDelay | 12 seconds |
| BreakTime/VariableWrapTime | 30 seconds |

# Network call pegging

## Scenario

| | |
|---|---|
| Call arrives at Toronto | 09:00:00 |
| Call is handed over to Booking_Script application | 09:00:01 |
| Call is queued to network skillset: Bookings | 09:00:02 |
| Call is routed to Boston | 09:00:08 |
| Call is presented to Boston agent, Lane Rivers | 09:00:10 |
| Lane Rivers answers call | 09:00:15 |
| Caller disconnects | 09:00:35 |

## Pegging at source site

### ApplicationStat view: Master_Script

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |

### ApplicationStat view: Booking_Script

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |

| Field | Pegging |
|---|---|
| NetOutCalls | 1 |
| NetOutCallsAnswered | 1 |
| NetOutCallsAnsweredDelay | 15 seconds |
| AnsDelay16 | 1 |
| CallsAnsweredDelayAtSkillset | 13 seconds |

### NetworkOutCallStat view

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| Source Site | Toronto |
| Source Application | Booking_Script |
| Destination Site | Boston |
| Destination Application | Network_Script |
| Calls Offered | 1 |
| Calls Answered | 1 |

## Pegging at destination site

### ApplicationStat view: Network_Script

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsAnswered | 1 |
| CallsAnsweredDelay | 7 seconds |
| AnsDelay8 | 1 |
| CallsAnsweredDelayAtSkillset | 13 seconds |

### NetworkInCallStat view

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| Source Site | Toronto |
| Source Application | Booking_Script |
| Destination Site | Boston |
| Destination Application | Network_Script |
| Calls Offered | 1 |
| Calls Answered | 1 |

### AgentPerformanceStat view: Lane Rivers

| Field | Pegging |
|---|---|
| Interval | 9:00 – 9:15 |
| CallsOffered | 1 |
| CallsAnswered | 1 |

| Field | Pegging |
| --- | --- |
| TalkTime | 20 |

# Appendix C

# Agent state tracking

## In this appendix


Overview 710

Pegging of agent state 711

# Overview

## Introduction

This appendix describes how agent states are pegged in historical statistics.

# Pegging of agent state

## Introduction

This section shows how agent state is pegged in reports for several different Incalls and DN key statuses.

| If the agent key status is | | Agent time is pegged against the following states: | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Incalls key** | **DN key** | **ACD/NACD talk time** | **Hold time** | **Incoming DN calls talk time** | **Network calls talk time** | **Not ready time** | **Outgoing DN calls talk time** | **Ring time** | **Talk Time** | **Waiting time** | **Walkaway time** |
| no call present | no call present | | | | | | | | | • | |
| no call present | incoming DN call active | | | • | | | | | | | |
| no call present | incoming DN call on hold | | | • | | | | | | | |
| no call present | outgoing DN call active | | | | | | • | | | | |
| no call present | outgoing DN call on hold | | | | | | • | | | | |
| no call present | incoming DN call ringing | | | | | | | | | • | |
| no call present | DN key pressed | | | | | | | | | | |

| If the agent key status is | | Agent time is pegged against the following states: | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Incalls key** | **DN key** | **ACD/NACD talk time** | **Hold time** | **Incoming DN calls talk time** | **Network calls talk time** | **Not ready time** | **Outgoing DN calls talk time** | **Ring time** | **Talk Time** | **Waiting time** | **Walkaway time** |
| call ringing | no call present | | | | | | | • | | | |
| call ringing | incoming DN call ringing | | | | | | | • | | | |
| call active | no call present | | | | | | | | • | | |
| call on hold | no call present | | • | | | | | | • | | |
| call active | incoming DN call on hold | | | • | | | | | • | | |
| call on hold | incoming DN call active | | • | • | | | | | • | | |
| call on hold | incoming DN call on hold | | • | • | | | | | • | | |
| call active | outgoing DN call on hold | | | | | | • | | • | | |
| call on hold | outgoing DN call active | | • | | | | • | | • | | |
| call on hold | outgoing DN call on hold | | • | | | | • | | • | | |

| If the agent key status is | | Agent time is pegged against the following states: | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Incalls key** | **DN key** | **ACD/NACD talk time** | **Hold time** | **Incoming DN calls talk time** | **Network calls talk time** | **Not ready time** | **Outgoing DN calls talk time** | **Ring time** | **Talk Time** | **Waiting time** | **Walkaway time** |
| ACD/NACD call ringing | no call present | | | | | | | | | | |
| ACD/NACD call active | no call present | • | | | | | | | | | |
| ACD/NACD call on hold | no call present | • | | | | | | | | | |
| Not ready | no call present | | | | | • | | | | | |
| Not ready | Incoming DN call active | | | • | | • | | | | | |
| Not ready | Incoming DN call on hold | | | • | | • | | | | | |
| Not ready | Outgoing DN call active | | | | | • | • | | | | |
| Not ready | Outgoing DN call on hold | | | | | • | • | | | | |
| Call on hold; walkaway | no call present | | • | | | | | | • | | • |

**Note:**

- Unless otherwise specified, calls on the Incalls key are Symposium Call Center Server calls.
- If the Answer call by placing DN on hold option is enabled for the agent's call presentation class, agent time is pegged against the Waiting state when no call is present on the agent's Incalls key and the agent has a DN call (incoming or outgoing) on hold.

# Glossary

## A

### accelerator key

A key on a phoneset that an agent can use to place a call quickly. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the Emergency key, the system places a call to the agent's supervisor.

### access class

A collection of access levels that defines the actions a member of the access class can perform within the system. For example, a member of the Administrator access class might be given a collection of Read/Write access levels.

### access level

A level of access or permission given to a particular user for a particular application or function. For example, a user might be given View Only access to historical reports.

### ACCESS link

A communication channel between the Symposium Call Center Server and Meridian Mail.

### ACCESS voice port

A Meridian Mail voice port that is controlled by the ACCESS link.

### ACD call

*See* Automatic call distribution call.

### ACD-DN

*See* Automatic call distribution directory number.

### ACD group

*See* Automatic call distribution group.

### ACD routing table
*See* Automatic call distribution routing table.

### ACD subgroup
*See* Automatic call distribution subgroup.

### acquired resource
A resource configured on the switch that is under the control of the Symposium Call Center Server. Resources must be configured with matching values on both the switch and the Symposium Call Center Server.

### activated script
A script that is processing calls or is ready to process calls. Before you can activate a script, you must first validate it.

### activity code
A number that an agent enters on his or her phoneset during a call. Activity codes provide a way of tracking the time agents spend on various types of incoming calls. They are also known as Line of Business (LOB) codes. For example, the activity code 720 might be used to track sales calls. Agents can then enter 720 on their phonesets during sales calls, and this information can be generated in an Activity Code report.

### administrator
A user who is responsible for maintaining the Symposium Call Center Server.

### agent
A user who is responsible for handling customer calls.

### agent login ID
A unique identification number assigned to a particular agent. The agent uses this number when logging in. The agent ID is not associated with any particular phoneset.

### agent to skillset assignment
A matrix that, when you run it, sets the priority of one or more agents for a skillset. Agent to skillset assignments can be scheduled.

### agent to supervisor assignment

A definition that, when you run it, assigns one or more agents to specific supervisors. Agent to supervisor assignments can be scheduled.

### application

1. A logical entity that represents a Symposium Call Center Server script for reporting purposes. The master script and each primary script have an associated application. The application has the same name as the script it represents. 2. A program that runs on a computer.

### application program interface

A set of routines, protocols, and tools that programmers use to develop software applications. APIs simplify the development process by providing commonly used programming procedures.

### associated supervisor

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. *See also* reporting supervisor.

### Automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch.

### Automatic call distribution directory number

Primary and supplementary DNs associated with an ACD group. Calls made to these DNs are distributed to agents belonging to the group, based on the ACD routing table on the switch.

### Automatic call distribution group

An entity defined on the switch for the purpose of call distribution. When a customer dials an ACD group, the call is routed to any agent who is a member of that group.

### Automatic call distribution routing table

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Symposium Call Center Server will be queued to ACD groups and handled by available agents.

### Automatic call distribution subgroup

An entity defined on the switch to assign supervisory responsibilities. Each subgroup has one supervisor phoneset and a number of agent phonesets associated with it. Agents can log on to any phoneset within their ACD subgroup. The supervisor must log on to the supervisor phoneset to monitor his or her assigned agents.

## C

### call age

The amount of time a call was waiting in the system before being answered by an agent.

### call destination

The site to which an outgoing network call is sent. *See also* call source.

### call intrinsic

A script element that stores call-related information assigned when a call enters the Symposium Call Center Server. *See also* intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

### call presentation class

A collection of preferences that determines how calls are presented to an agent.

### call priority

A numerical value assigned in a script that defines the relative importance of a call. If two calls are in the queue when an agent becomes available, and one call is queued with a higher priority than the other, the agent receives the higher priority call first. *See also* skillset priority.

### call source

The site from which an incoming network call originates. *See also* call destination.

### call treatment

A script element that enables you to provide handling to a call while it is waiting to be answered by a call center agent. For example, a caller can hear a recorded announcement or music while waiting for an agent.

### call variable
A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. *See also* global variable, script variable.

### Calling Line Identification
This is an optional service that identifies the telephone number of the caller. This information can then be used to route the call to the appropriate agent or skillset. The CLID can also be displayed on an agent's phoneset.

### CDN
*See* controlled directory number.

### CLAN
*See* Customer local area network.

### CLID
*See* Calling Line Identification.

### client
The part of Symposium Call Center Server that runs on a personal computer or workstation and relies on the server to perform some operations. *See also* server.

### command
A building block used with expressions, variables, and intrinsics to create scripts. Commands perform distinct functions, such as routing a call to a specific destination, playing music to a caller, or disconnecting a caller.

### controlled directory number
A special directory number that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Symposium Call Center Server. When a call arrives at this number, the switch notifies the application and waits for routing instructions, which are performed by scripts in Symposium Call Center Server.

### Customer local area network

The LAN to which your corporate services and resources connect. The Symposium Call Center Server and client both connect to the CLAN. Third-party applications that interface with the server also connect to this LAN.

# D

### DBMS

Database Management System

### deactivated script

A script that does not process any new calls. If a script is in use when it is deactivated, calls continue to be processed by the script until they are completed.

### default activity code

The activity code that is assigned to a call if an agent does not enter an activity code manually, or when an agent presses the activity code button twice on his or her phoneset. Each skillset has a defined default activity code.

### default skillset

The skillset to which calls are queued if they have not been queued to a skillset or a specific agent by the end of a script.

### desktop user

A configured user who can log on to the Symposium Call Center Server from a client PC.

### destination site

The site to which an outgoing network call is sent. *See also* source site.

### DHCP

*See* dynamic host configuration protocol.

### Dial-Up Networking

*See* Remote Access Services.

### Dialed Number Identification Service

An optional service that allows Symposium Call Center Server to identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on different DNISs and, if the DNIS is displayed on the phoneset, can prepare a response according to the DNIS.

### directory number

The number that identifies a phoneset on a switch. The directory number (DN) can be a local extension (local DN), a public network telephone number, or an automatic call distribution directory number (ACD-DN).

### directory number call

A call that is presented to the DN key on an agent's phoneset.

### display threshold

A threshold used in real-time displays to highlight a value below or above the normal range.

### DMS

Digital Multiplex Switch.

### DN

*See* directory number.

### DN call

*See* directory number call.

### DNIS

*See* Dialed Number Identification Service.

### dongle

The attachment plugged into the parallel port of a DMS/MSL-100 server that authenticates the serial number required at the time of server installation.

### dynamic host configuration protocol

A protocol for dynamically assigning IP addresses to devices on a network.

### dynamic link library

A library of executable functions or data that can be used by a Windows application. Typically, a DLL provides one or more particular functions and a program accesses the functions by creating either a static or dynamic link to the DLL. A DLL can be used by several applications at the same time.

## E

### ELAN

*See* embedded local area network.

### embedded local area network

A dedicated Ethernet TCP/IP LAN that connects the Symposium Call Center Server and the switch.

### Emergency key

A key on an agent's phoneset that, when pressed by an agent, automatically calls his or her supervisor to notify the supervisor of a problem with a caller.

### event

1. An occurrence or action on the Symposium Call Center Server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical. 2. An action generated by a script command, such as queuing a call to a skillset or playing music.

### expression

A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. *See also* logical expression, mathematical expression, and Redundant Array of Inexpensive Disks.

## F

### filter timer

The length of time after the system unsuccessfully attempts to route calls to a destination site, before that site is filtered out of a routing table.

### first-level threshold

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks how often the value for the statistic falls below this value.

## G

### global settings

Settings that apply to all skillsets or IVR ACD-DNs that are configured on your system.

### global variable

A variable that contains values that can be used by any script on the system. The value of a global variable can only be changed in the Script Variable Properties sheet. It cannot be changed in a script. *See also* call variable, script variable.

## I

### ICM

*See* Intelligent Call Manager.

### Incalls key

The key on an agent phoneset to which incoming ACD and Symposium Call Center Server calls are presented.

### Intelligent Call Manager

A high capacity call center TCP/IP interface to the switch that enables the exchange of messages between the switch and a remote host computer.

### Interactive voice response

An application that allows telephone callers to interact with a host computer using prerecorded messages and prompts.

### Interactive voice response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non-integrated IVR systems.

### Interactive voice response event

A voice port login or logout. An IVR event is pegged in the database when a call acquires or de-acquires a voice port.

### Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use the TCP/IP protocol to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be 0 to 255. For example, 1.160.10.240 could be an IP address.

### intrinsic

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. *See also* call intrinsic, skillset intrinsic, time intrinsic, and traffic intrinsic.

### IP address

*See* Internet Protocol address.

### IVR

*See* Interactive voice response.

### IVR ACD-DN

*See* Interactive voice response ACD-DN.

### IVR event

*See* Interactive voice response event.

### IVR port

*See* voice port.

## L

### LAN

*See* Local area network.

### Line of Business code

*See* activity code.

### LOB code

*See* activity code.

### Local area network

A computer network that spans a relatively small area. Most LANs connect workstations and personal computers and are confined to a single building or group of buildings.

### local call

A call that originates at the local site. *See also* network call.

### local skillset

A skillset that can be used at the local site only. *See also* network skillset, skillset.

### logical expression

A symbol used in scripts to test for different conditions. Logical expressions are AND, OR, and NOT. *See also* mathematical expression, Redundant Array of Inexpensive Disks.

# M

### M1

Meridian 1 switch

### master script

The first script executed when a call arrives at the Symposium Call Center Server. A default master script is provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* network script, primary script, script, secondary script.

### mathematical expression

An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (-), division (/), and multiplication (*). *See also* logical expression, Redundant Array of Inexpensive Disks.

### Meridian Link Services

A communications facility that provides an interface between the switch and a third-party host application.

### Meridian Mail
A Nortel Networks product that provides voice messaging and other voice and fax services.

### Meridian MAX
A Nortel Networks product that provides call processing based on ACD routing.

### MLS
*See* Meridian Link Services.

### MM
*See* Meridian Mail.

### music route
A resource installed on the switch that provides music to callers while they wait for an agent.

# N

### NACD call
A call that arrives at the server from a network ACD-DN.

### NCC
*See* Network Control Center.

### network call
A call that originates at another site in the network. *See also* local call.

### Network Control Center
The server on a Symposium Call Center Server system where NSBR is configured and where communication between servers is managed.

### network script
The script that is executed to handle error conditions for Symposium Call Center Server calls forwarded from one site to another, for customers using NSBR. The network script is a system-defined script provided with Symposium Call Center Server, but it can be customized by an authorized user. It can be deactivated but not deleted. *See also* master script, primary script ,script, secondary script.

### Network Skill-Based Routing
An optional feature with Symposium Call Center Server that provides skill-based routing to multiple networked sites.

### network skillset
A skillset that is common to every site on the network. Network skillsets must be created at the Network Control Center (NCC).

### night mode
A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls are given night treatment. A skillset goes into night mode automatically when the last agent logs off, or the administrator can put it into night mode manually. *See also* out-of-service mode, transition mode.

### NPA
*See* Number Plan Area.

### NSBR
*See* Network Skill-Based Routing.

### Number Plan Area
Area code

## O

### object linking and embedding
A compound document standard that enables you to create objects with one application and then link or embed them in a second application.

### ODBC
*See* Open Database Connectivity.

### OEM
Original equipment manufacturer

### OLE
*See* object linking and embedding.

### Open Database Connectivity
A Microsoft-defined database application program interface (API) standard.

### out-of-service mode
A skillset state in which the skillset does not take calls. A skillset is out of service if there are no agents logged on or if the supervisor puts the skillset into out-of-service mode manually. *See also* night mode, transition mode.

### out-of-service skillset
A skillset that is not taking any new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. *See also* local skillset, network skillset, skillset.

# P

### PBX
*See* private branch exchange.

### pegging
The action of incrementing statistical counters to track and report on system events.

### pegging threshold
A threshold used to define a cut-off value for statistics such as short call and service level. Pegging thresholds are used in reports.

### PEP
*See* Performance Enhancement Package.

### Performance Enhancement Package
A Symposium Call Center Server supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release.

### personal directory number
A DN on which an agent can be reached directly, usually for private calls.

### phoneset
The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phoneset.

### phoneset display
The display area on an agent's phoneset where information about incoming calls can be communicated.

### Position ID
1. A unique identifier for a phoneset, used by the switch to route calls to the phoneset. 2. Referred to as Telephony/Port Address in Symposium Call Center Server.

### primary ACD-DN
A directory number that callers can dial to reach an ACD group.

### primary script
A script that is executed or referenced by the master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. *See also* master script, network script, script, secondary script.

### private branch exchange
A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

## R

### RAN
recorded announcement

### RAN route
*See* recorded announcement route.

### RAS
*See* Remote Access Services.

### recorded announcement route

A resource installed on the switch that offers a recorded announcement to callers.

### Redundant Array of Inexpensive Disks

A category of disk drives that employs two or more drives in combination for fault tolerance and performance.

### relational expression

An expression used in scripts to test for different conditions. Relational expressions are less than (<), greater than (>), less than or equal to (< =), greater than or equal to (> =), and not equal to (< >). *See also* logical expression, mathematical expression.

### Remote Access Services

A feature built into Windows NT and Windows 95 that enables users to log on to an NT-based LAN using a modem, X.25 connection, or WAN link. This feature is also known as Dial-Up Networking.

### reporting supervisor

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phoneset, the emergency call is presented to the agent's reporting supervisor. *See also* associated supervisor.

### round robin routing table

A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. *See also* sequential routing table.

### route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. *See also* music route, RAN route.

### routing table

A table that defines how calls are routed to the sites on the network. *See also* round robin routing table, sequential routing table.

# S

### sample script
A script that is installed with the Symposium Call Center Server client. Sample scripts are stored as text files in a special folder on the client. The contents of these scripts can be imported or copied into user scripts to create scripts for typical call center scenarios.

### SCM
*See* Service Control Manager.

### script
A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. *See also* master script, network script, primary script, secondary script.

### script variable
*See* variable.

### second-level threshold
The value used in display thresholds that represents the highest value of the normal range for a given statistic.

### secondary directory number
A DN defined on the agent's phoneset as a Centrex line for incoming and outgoing non-ACD calls.

### secondary script
Any script (other than a master, network, or primary script) that is referenced from a primary script or any other secondary script. There is no pegging of statistics for actions occurring during a secondary script. *See also* master script, network script, primary script, script.

### sequential routing table
A routing table method that always queues a call to the first three active sites in the routing table. *See also* round robin routing table.

### server
A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. The Symposium Call Center Server is used to configure the operations of the call center. *See also* client.

### service
A process that adheres to a Windows NT structure and requirements. A service provides system functionality.

### Service Control Manager
A Windows NT process that manages the different services on the PC.

### service level
The percentage of incoming calls answered within a configured number of seconds.

### service level threshold
A parameter that defines the number of seconds within which incoming calls should be answered.

### Simple Network Management Protocol
A set of protocols for managing complex networks. SNMP works by sending messages, called protocol data units (PDUs), to different parts of a network and then analyzing the responses.

### site
1. A system using Symposium Call Center Server that can be accessed using SMI. 2. A system using Symposium Call Center Server and participating in Network Skill-Based Routing.

### skillset
A group of capabilities or knowledge required to answer a specific type of call. *See also* local skillset, network skillset.

### skillset intrinsic

A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. *See also* call intrinsic, intrinsic, time intrinsic, and traffic intrinsic.

### skillset priority

An attribute of a skillset assignment that determines the order in which calls from different skillsets are presented to an agent. When an agent becomes available, calls might be waiting for several of the skillsets to which the agent belongs. The server presents the call queued for the skillset for which the agent has the highest priority.

### source site

The site from which an incoming network call originates. *See also* destination site.

### standby

In skillset assignments, a property that grants an agent membership in a skillset, but makes the agent inactive for that skillset.

### supervisor

A user who manages a group of agents. *See also* associated supervisor and reporting supervisor.

### supplementary ACD-DN

A DN associated with a primary DN. Any calls to the supplementary DN are automatically routed to the primary DN. A supplementary DN can be a toll-free (1-800) number, for example.

### switch

The hardware that receives incoming calls and routes them to their destination.

### switch resource

A device that is configured on the switch. For example, a CDN is configured on the switch, and then is used as a resource with Symposium Call Center Server. *See also* acquired resource.

### Symposium Call Center Server call

A call to a CDN that is controlled by the Symposium Call Center Server. The call is presented to the Incalls key on an agent's phoneset.

### system-defined scripts

The Master_Script and the Network_Script (if NSBR is enabled) are system defined scripts. These scripts can be customized or deactivated by a user, but cannot be deleted. These scripts are the first scripts executed for every local or network call arriving at the call center.

## T

### target site

*See* destination site.

### TCP/IP

*See* Transport Control Protocol/Internet Protocol.

### telephony

The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by telephone equipment.

### threshold

A value for a statistic at which system handling of the statistic changes.

### threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. *See also* display threshold, pegging threshold.

### time intrinsic

A script element that stores information about system time, including time of day, day of week, and week of year. *See also* call intrinsic, intrinsic, skillset intrinsic, and traffic intrinsic.

### Token Ring
A PC network protocol developed by IBM. A Token Ring network is a type of computer network in which all the computers are arranged schematically in a circle.

### traffic intrinsic
An intrinsic that inserts information about system-level traffic in a script. *See also* call intrinsic, intrinsic, skillset intrinsic, and time intrinsic.

### transition mode
A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. *See also* night mode, out-of-service mode.

### Transport Control Protocol/Internet Protocol
The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

### treatment
*See also* call treatment.

### trunk
A communications link between a PBX and the public central office, or between PBXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

## U

### user-created script
A script that is created by an authorized user on the Symposium Call Center Server system. Primary and secondary scripts are user-created scripts.

### user-defined script
A script that is modified by an authorized user on the Symposium Call Center Server system.

### utility

A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities for managing disk drives, printers, and other devices.

## V

### validation

The process of checking a script to ensure that all the syntax and semantics are correct. A script must be validated before it can be activated.

### variable

A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering the Symposium Call Center Server.

### voice port

A connection from a telephony port on the switch to a port on the IVR system.

## W

### WAN

*See also* Wide area network.

### Wide area network

A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local area networks (LANs). The largest WAN in existence is the Internet.

### workload scenarios

Sets of configuration values defined for typical patterns of system operations. Five typical workload scenarios (entry, small, medium, large, and upper end) are used in the Capacity Assessment Tool for capacity analysis for the Symposium Call Center Server.

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**Historical Reporting and Data Dictionary**
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Reader Response Form

# Nortel Networks Symposium Call Center Server

## Historical Reporting and Data Dictionary

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| | |
|---|---|
| Publication number: | P0910108 |
| Product release: | 3.0 |
| Document release: | Standard 1.0 |
| Date: | April 2000 |

Printed in the United States of America

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